

Welcome to our first Primary Care Network newsletter!

Did you know?

Between January and the end of March this year our reception staff dealt with **71,154** telephone calls.

Beat the queue and sign up for our on-line services!

The Robert Darbishire Practice Ltd is made up of three

separate practices—The Robert Darbishire Practice, The Whitswood Practice and New Bank Health Centre. We employ about 100 staff and provide GP services to around 35,000 patients. This makes us the biggest GP practice in Manchester.

In April 2019 we became a Primary Care Network in our own right. This has meant we have been able to recruit different types of staff and work more closely with other healthcare providers. This is so we can provide **Better Health** for you!

Keeping us all safe during COVID-19



It's a worrying time for all of us so, like all GP practices, we've had to make a lot of changes to the way we work to keep us all safe. We've had to make these changes really quickly, so please be patient with us.

Your appointments

All appointments with GPs are now being done as a telephone consultation first. The GP may then do a video consultation with you or if they feel you need to come in, they will make an appointment for you to see a GP at New Bank Health Centre.

All face to face appointments with nurses – including baby clinic and midwife appointments - are being held at The Whitswood Practice.

Your prescriptions

If you have repeat prescriptions, we've been encouraging you to sign up for on-line services so you can send prescription requests through to us electronically.

We've also been encouraging you to nominate a pharmacy so when we've done your prescription, we can send it back to the pharmacy electronically too.

And more online services are on the way....

We're still here for you—we're just doing things a bit differently!

NHS

A helping hand

Your GP practice offers a range of online services which you can access from your mobile, tablet or PC. [Go here](#) to find out more about these services.



Please speak to our reception staff if you'd like more information about this.

And we're here to help you



18th - 24th May is Mental Health Awareness Week. This year it's focusing on the power and potential of **KINDNESS**. Looking after your mental health is equally as important as protecting your physical health. This is important now more than ever during the current COVID19 pandemic. If you are strugg-

Meet Sue, our new Wellbeing Practitioner!



Hello, my name's Sue Tellett. I'm here to support our patients with any social, emotional or practical needs they might have. This could be anything from getting fit, eating more healthy food and socialising more, as well as help with welfare and housing issues. Usually I'll meet with people on a one to one basis, but during COVID19, I'm doing all my work by telephone. So far I've been helping adults and families with things like getting food or shopping, welfare rights advice and emotional support. I've also been trying to spread a bit of happiness during these difficult times by sending out pictures of rainbows drawn by local children.

Children need all their immunisations to protect them, especially during the coronavirus pandemic.

Don't forget to get your child vaccinated!



Carers

Do you look after a vulnerable person?

The Manchester Carers Network is a great source of information, advice and support at any time. But they can really help at a time like this too.



Check out these links for information on:

Groups who are here to help you:
<https://bit.ly/34addNp>

Benefits:
<https://bit.ly/39CeZb2>

Changes to the carers allowance:
<https://bit.ly/343cY6N>

If you don't have a smart phone or internet access, please contact reception and ask to speak to our carer's champions.