

APRIL 2025

PATIENT PARTICIPATION GROUP

# NEWSLETTER

MANOR COURT SURGERY



Welcome to this edition of our Patient Participation Group (PPG) newsletter! We are excited to keep you informed about the latest updates and initiatives at our GP surgery. The PPG plays a vital role in helping us improve patient care and foster strong communication between our practice and the community. In this newsletter, you will find useful health information & important announcements. We are grateful for your continued support and look forward to working together to enhance the care we provide to all our patients.

## >>> RAPID HEALTH



At Manor Court Surgery we are always looking ways to improve our services to make things easier for our patients. We now have an online service to book appointments! To book an appointment online using our Rapid Health service, navigate to the Surgery's website and click the Green

[Click Here to Submit a Request](#)

tab. Follow the questionnaire to direct you to the appropriate service you need. Alternatively, scan the QR code below to direct you straight to the Rapid Health website.



### RAPID HEALTH ENHANCED ACCESS

**Do you find it difficult getting an appointment during normal hours?**

As part of our mission to improve patient care, the **Enhanced Access Service** means that patients can see clinicians in the evenings and at weekends. These are now bookable using our Rapid Health service.

## >>> PRESCRIPTION ORDERING

### VOICE CONNECT

**Important update:**

**Please be aware that the Voice Connect Service ended from 31st March 2025.**

**What does this mean for you and what are your options?**

- **Repeat prescriptions** - The NHS App is a great method for ordering your repeat prescriptions. This can be done either by yourself or a nominated friend or family member. If you need help setting this up, please contact the surgery.
- **Repeat or Acute prescriptions** - You can now submit your prescription requests via our dedicated prescription email at [cwicb.manorcourt.prescriptions@nhs.net](mailto:cwicb.manorcourt.prescriptions@nhs.net)  
Please allow 72 hours for processing when using this service.
- **Handwritten requests** - For patients who do not have access to the above options, a request can be brought to the surgery by yourself or a friend/family member between 8:00 am – 6:30 pm Monday - Friday. If visiting after 6:30 pm or weekends, you can place your request in the post box outside the surgery.

## >>> NHS APP

Managing your health has never been easier with the NHS App. Order repeat prescriptions, check your medical records, and access NHS services—all from your phone or tablet. The app is secure, easy to use, and available 24/7, giving you more control over your healthcare. Download the NHS App today and take the hassle out of managing your health!

### **Need help with the NHS App?**



Contact the NHS App support team using the QR code below or by visiting [nhs.uk/nhs-app](https://nhs.uk/nhs-app)



The team will be able to help you with all technical queries.

It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice.

If you encounter any technical issues after these changes are complete, please contact the NHS App Team.

You can also find more help and information here: [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)



# >>> SOCIAL PRESCRIBING

At Manor Court Surgery, we are proud to provide access to our Social Prescribing Team services.

## What is a Social Prescriber?

A social prescriber is there to offer guidance, connecting you with the right services and support to help improve your overall well-being. They can refer or signpost you to resources that best suit your needs, providing a helping hand along the way.

## Social Prescriber Support Sessions

- **Sky Blues in the Community Buggy Talk** - Sessions aimed at getting parents out and about with children 4 years and under

### Nuneaton sessions:

**Meet:** Saints Cafe

**Date & Time:** Thursdays

9.30am-10.30am

**Walk:** Reversely Park

### Bedworth sessions:

**Meet:** Mayors Cafe

**Date & time:** Wednesdays

9.30am-10.30am

**Walk:** Minors Welfare Park

- **Sky Blues in the Community Active Sky Blues** -

Free 12 week programme covering:

- Healthy weight
- Mental wellbeing
- Nutrition
- Smoking/Alcohol
- Exercise
- Sleep/tiredness



Scan the QR code to complete your registration form

- **Sky Blues in the Community Seated Exercise Group** -

45 min seated exercise session followed by 45mins refreshments & chat.

**Date & time:** Wednesdays 2pm-2.30pm

**Location:** Volunteer Freinds, Bulkington CV12 9JB



To sign up for this activity scan the QR code or call 02476786349

### Nuneaton sessions:

**Location:** The Newtown

Centre

Newtown Rd, CV11 4HG

### Bedworth sessions:

**Location:** Bedworth

Community Centre

Smorrall Lane, CV12 0JN

### Eligibility:

- over 18
- In need of support, guidance and encouragement to improve your mental or physical health and wellbeing.

### Examples of what a Social Prescriber can help you with

Community groups  
Housing & homelessness  
Finances & debt  
Equipment/housing adaptations  
Managing a long term health condition  
Employment & volunteering  
Victim of abuse  
Substance misuse  
Carers support  
Bereavement support  
Reducing stress & anxiety  
Reducing loneliness & isolation  
transport  
Food poverty  
Adult social care  
Dementia support groups  
Benefits  
Mental health

- **Sky Blues in the Community Walking Football** -

Sessions are for anyone that is keen to get involved in football but wants to do so in more leisurely. light-hearted community environment.

1hr of football followed by 30mins of refreshments

**Date & Time:** Fridays 11am-12pm

**Location:** Jubilee Sports Centre, Nuneaton, CV10 7EZ

- **Walk and Talk** - Improve your physical health and wellbeing by connecting with your community.

### Nuneaton sessions:

**Meet:** Saints Cafe

**Date & Time:** Fortnightly on Thursdays 1.30pm-3.30pm

**Walk:** Reversely Park

### Bedworth sessions:

**Meet:** Mayors Cafe

**Date & Time:** Fortnightly on Wednesdays 1.30pm-3.30pm

**Walk:** Minors Welfare Park

## >>> MINOR INJURIES

### Need Treatment for a Minor Injury? We Can Help!

Our Minor Injury Service offers quick and effective treatment for a range of non-life-threatening injuries, helping you avoid long waits at A&E.

**We can treat cuts, sprains, minor burns, insect bites, wound infections, and more.**

If you're unsure whether we can help, give us a call before heading to A&E. We're here to provide the care you need, when you need it!

## >>> TARGETED LUNG HEALTH CHECKS

### Early Detection Saves Lives

We are offering Targeted Lung Health Checks to help detect lung conditions early, when treatment is most effective. These checks can identify a range of lung diseases, including:

- ✓ Lung cancer
- ✓ Chronic obstructive pulmonary disease (COPD)
- ✓ Pulmonary fibrosis
- ✓ Emphysema
- ✓ Bronchiectasis
- ✓ Respiratory infections

If you're eligible, you will be invited for a lung health check, which may include:

- ✓ A telephone assessment with a healthcare professional
- ✓ A face-to-face appointment if needed
- ✓ A low-dose CT scan for those at higher risk

These checks are quick, painless, and could save lives.

**If you receive an invitation, we encourage you to book your appointment.** For more information, speak to your GP.

## >>> SLEEP STATION

### Important Update: Sleepstation Service Decommissioning

Please be advised that the Sleepstation service will be decommissioned from April 2025 and will no longer be available through the NHS. If you are currently using the service or require support with sleep-related issues, please speak to your GP to discuss alternative options. We appreciate your understanding and are here to help you find the right support for your needs.

## >>> BETTER HEALTH: WEIGHT LOSS

If you're overweight, losing weight offers numerous health benefits, including reducing the risk of conditions like high blood pressure, heart disease, and type 2 diabetes.

Making small, simple changes to your eating and drinking habits can help you shed those extra pounds. Download the free NHS Weight Loss Plan to kickstart healthier eating, increase your activity levels, and begin your weight loss journey.

The plan is divided into 12 weeks, allowing you to:

- Set weight loss goals
- Track your progress and activity
- Plan your meals
- Get more active and burn more calories
- Make healthier food choices



**Don't worry—the app makes it simple. Scan the QR code to download the app and take it one week at a time, and let's start today instead of waiting for "one day"!**

## >>> HEALTHY LIVING

What is Healthy Living for people with type 2 diabetes?

Healthy Living is a free, online NHS programme that supports people to live well with type 2 diabetes.

### It includes information and advice about:

- Type 2 diabetes
- Eating well
- Becoming more active
- How to look after your body and mind
- Weight management
- Living with diabetes, including driving, working and travelling
- Stress management
- Blood sugar monitoring

You can use the Healthy Living programme whenever suits you, and for as long as you need - there is no limit to access so you can learn at your own pace. It can also be used alongside any other diabetes programmes or education you may be taking part in.

**To find out more about Healthy Living scan the QR code or if you have any queries, please email [england.digitaldiabetes@nhs.net](mailto:england.digitaldiabetes@nhs.net)**



# >>> JOINT PAIN PROGRAMME



Nuffield Health are offering a programme designed to help you self-manage your chronic joint pain and lead a more independent life. This is a 12 week programme of lifestyle advice and exercise sessions led by a Rehabilitation Specialist. This will equip you with the tools to better manage your pain, improve your mobility, general fitness levels and overall quality of life. To find out more information, scan the QR code or visit [www.nuffieldhealth.com/about-us/our-impact/healthy-life/joint-pain-programme](http://www.nuffieldhealth.com/about-us/our-impact/healthy-life/joint-pain-programme)

Is the programme for me?

- Osteoarthritis
- Psoriatic arthritis
- Rheumatoid arthritis
- Other arthritis
- Gout
- Fibromyalgia
- Spondylitis
- Lupus



To join on to the programme and find out more  
Scan the QR code

# >>> CHECK IN AND CHAT CALLS



Do you know someone who is feeling isolated, vulnerable, or lonely who might benefit from a friendly phone call?

Whether a one-off call to check on wellbeing, or a regular chat, Volunteer Responders are on hand to provide a listening ear. Where appropriate, they can help explore positive changes people can make to their lives such as connecting with others, becoming more physically active and learning new skills. Volunteers can also signpost to other services in the community.

Health care professionals can now request **Check In and Chat** support for people who are socially isolated or would benefit from a friendly phone call and a bit of encouragement.

To find out more or to make a referral, call us for free on [0808 196 3382](tel:08081963382) or visit us online at [nhsvolunteerresponders.org.uk](http://nhsvolunteerresponders.org.uk)



Scan the QR code to make an online referral for yourself or someone you know, or to find out more on how to become a volunteer

## Become a Volunteer Responder and support those in need

Could you support someone in your local community?

We're recruiting NHS and Care Volunteer Responders in your area to help with friendly phone calls, food shopping and prescription collections.

Volunteering is a great chance to meet new people, try something different and learn new skills. Why not join the team?

Step forward and join our team today!  
Visit [nhscarevolunteerresponders.org](http://nhscarevolunteerresponders.org) or scan the QR code

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# >>> VETERAN'S HEALTH CHECKS

Veterans in Warwickshire are entitled to access free health checks, giving you peace of mind and pointing you in the right direction for any medical needs. This initiative is being offered as a collaboration between George Eliot Hospital NHS Trust, Veterans Contact Point, Warwickshire County Council, North Arden Primary Care Network and Nuneaton and Bedworth Primary Care Network.

## Upcoming events:

### April 2025

- 2nd – VCP Hub Nuneaton, Wednesday 10:00 – 14:00
- 10th – VCP Hub, Atherstone, Thursday 10:00 – 14:00
- 12th – Breakfast Club, Middlemarch Pub Nuneaton, Saturday 09:30 – 12:00
- 16th – VCP Hub Nuneaton, Wednesday 10:00 – 14:00
- 21st – Breakfast Club, Middlemarch Pub Nuneaton, Monday 09:30 – 12:00
- 24th – VCP Hub, Atherstone, Thursday 10:00 – 14:00
- 27th – Breakfast Club, Middlemarch Pub Nuneaton, Sunday 09:30 – 12:00
- 30th – VCP Hub Nuneaton, Wednesday 10:00 – 14:00

### May 2025

- 8th – VCP Hub, Atherstone, Thursday 10:00 – 14:00
- 10th – Breakfast Club, Middlemarch Pub Nuneaton, Saturday 09:30 – 12:00
- 14th – VCP Hub Nuneaton, Wednesday 10:00 – 14:00
- 19th – Breakfast Club, Middlemarch Pub Nuneaton, Monday 09:30 – 12:00
- 22nd – VCP Hub, Atherstone, Thursday 10:00 – 14:00
- 25th – Breakfast Club, Middlemarch Pub Nuneaton, Sunday 09:30 – 12:00
- 28th – Kingsbury Water Park, 50th anniversary event, Wednesday (Time TBC)

Find out more or to book call **02476 343 793**