



NEWSLETTER

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



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

Book an Appointment or Contact us:

To book an appointment, or raise an admin request, contact us **ONLINE**:

[Click Here to Contact us](#)



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 now have **face-to-face appointments on Saturdays or telephone appointments in the evenings.**

These are now bookable using our Rapid Health service.

>>> MEDICATION REVIEWS

The Importance of Medication Reviews

At Manor Court Surgery, we now offer Pharmacist-led medication reviews over the telephone — a simple, convenient way to help you stay safe and get the most from your treatments.

Why are these reviews important?

Our pharmacists carefully review all your current medications to spot any potential problems like interactions, side effects, or if any medicines are no longer needed. This helps prevent medicine-related harm and ensures your treatment is as effective as possible.

Who can benefit?

Medication reviews are especially valuable if you:

Have a long-term health condition

Take multiple medications

Have recently been discharged from hospital

How it helps you:

By working alongside your GP, our pharmacists can optimise your medication plan, answer your questions, and support you in safely stopping medicines that you no longer need.

Regular medication reviews are an essential part of personalised care helping you stay well, making medicines safer, and supporting the NHS to use resources wisely.

>>> FLU VACCINATION CLINICS

We are pleased to announce that our annual flu vaccination clinics are now open for patients to book.

Getting your flu jab is the best way to protect yourself and those around you from the potentially serious effects of influenza, especially during the colder months. Clinics will be held at the surgery on:

- **Thursday 2nd October**
- **Saturday 4th October**



Protect yourself, protect others – get vaccinated

>>> 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.

>>> ZERO TOLERANCE

Violence and abuse is a growing concern

Support the Government NHS

Zero Tolerance campaign.

GP's and their staff have the right to care for others without the fear of being **attacked** or **abused verbally or physically.**

Violent and/or abusive patients will be removed from the practice list.

>>> JOINT PAIN PROGRAMME

Nuffield Health are offering a free 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

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

>>> 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



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

>>> 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: Riversely Park

Bedworth sessions:

Meet: Mayors Cafe

Date & time: Wednesdays

9.30am-10.30am

Walk: Miners 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 Friends, 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

• 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 a 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: Riversely Park

Bedworth sessions:

Meet: Mayors Cafe

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

Walk: Miners Welfare Park

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

>>>NEW PPG MEMBERS REQUIRED

Join Our Patient Participation Group -
Your Voice Matters!!

We're on the lookout for new members to join our Patient Participation Group (PPG). This is your chance to have your say on how services are run, share your ideas, and help improve care for everyone in the community. It's easy, informal, and a great way to get involved—no experience needed, just your passion and perspective. Contact reception or visit our website to join today.

Be heard. Be involved. Be part of the change!

>>> VETERAN'S HEALTH CHECKS

Veterans in Warwickshire are entitled to access free health checks. 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:

October 2025

- Saturday 11th - Veterans Breakfast Club - Middlemarch Pub Nuneaton - Saint Davids Way, Nuneaton, CV10 7SD 09:30am-12:00pm
- Monday 20th - Veterans Breakfast Club - Middlemarch Pub Nuneaton – Saint Davids Way, Nuneaton, CV10 7SD 09:30am-12:00pm
- Sunday 26th - Veterans Breakfast Club - Middlemarch Pub Nuneaton – Saint Davids Way, Nuneaton, CV10 7SD 09:30am-12:00pm

November 2025

- Tuesday 11th - Armistice/Remembrance Day - Bedworth Civic Hall - High St, Bedworth CV12 8NF Time TBC
- Find out more or to book call 02476 865056.

>>> 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

Looking to shed a few pounds and boost your health?

Fitter Futures is here to support you with free Slimming World referrals — a proven, supportive weight loss program designed to help you reach your goals safely and sustainably.



Why choose Slimming World?

- Friendly, non-judgmental groups
- Practical advice on healthy eating
- Tools to build long-lasting habits
- Support from trained consultants

If you're ready to take the first step towards a healthier you, speak to your GP or practice nurse about a free referral to Slimming World through Fitter Futures today! Your journey to better health starts here — and we're with you every step of the way.

>>> 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

To find out more about Healthy Living, scan the QR code or if you have any queries, please email england.digitaldiabetes@nhs.net

>>> PATIENT SURVEY RESULTS

GP PATIENT SURVEY

Results from the 2025 survey

Practice details

Manor Court Surgery

5 Manor Court Avenue, Nuneaton, CV11 5HX

M84022 Practice code

426 surveys sent out

123 surveys sent back

29% completion rate

Overall experience

Good overall experience of this GP practice



National	75%	44%	31%
ICS	79%	48%	32%

Manor Court Surgery

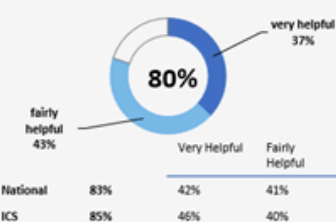


Accessing the practice

Good overall experience of contacting this GP practice

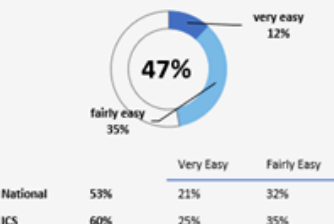


Helpfulness of reception and administrative team at this practice



National	83%	42%	41%
ICS	85%	46%	40%

Easy to contact this GP practice on the phone

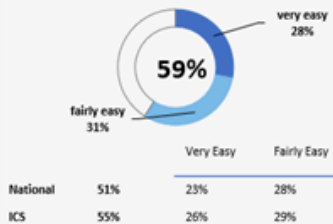


Knew what the next step would be after contacting this GP practice



National	83%	Yes, knew next step
ICS	85%	Yes, knew next step

Easy to contact this GP practice using their website



Knew what the next step would be within two days of contacting this GP practice



National	93%	Yes, knew within two days
ICS	95%	Yes, knew within two days

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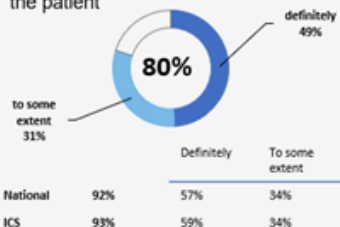
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Manor Court Surgery

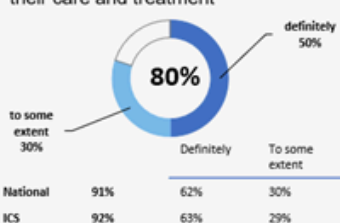


Experience at last appointment

The healthcare professional had all the information they needed about the patient



The patient was involved as much as they wanted to be in decisions about their care and treatment

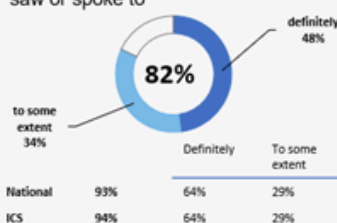


National	91%	62%	30%
ICS	92%	63%	29%

The healthcare professional was good at listening to the patient



The patient had confidence and trust in the healthcare professional they saw or spoke to

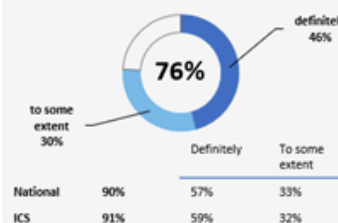


National	93%	64%	29%
ICS	94%	64%	29%

The healthcare professional was good at treating the patient with care and concern



The patient's needs were met



National	90%	57%	33%
ICS	91%	59%	32%

We value your opinion! Please take a few moments to complete the survey you will receive through the post from NHS England. Your feedback is important to us and helps us continuously improve and review the services we provide to you and the community. Thank you for sharing your thoughts.