

Health Care Assistant Appointments

You can see any of our Health Care Assistants for:

- All types of blood tests
- Blood Pressure checks for patients not on blood pressure medication
- Weight measurements

Appointments you cannot book online

There are a variety of appointments you cannot book online, mainly those requiring more than a 10 minute appointment. For instance, you cannot book double appointments with either the doctor or nurse; appointments for specialised procedures such as ECGs and cardiograms; appointments for weight loss management.

Special Clinics you can book online

If you are a patient at Hadfield you can book Welfare Rights or Citizens Advice appointments online. If you are a Glossop patient, please ring reception at either site to book an appointment.

Welfare Rights : (Friday mornings)

Give advice on: benefits you may be missing out on if you are elderly, sick or disabled, a carer, or on a low income

Citizens Advice: (Monday mornings)

Give advice on housing, debt problems, employment problems, consumer queries

Smoking Cessation

If you are serious about giving up smoking you can self refer to Hadfield's Smoking Cessation Clinic on Friday afternoons or Glossop clinics on Thursdays. You will be given advice and support over a number of weeks to help you stop smoking



**Manor House Surgery
Glossop & Hadfield**

**Online Booking
of your Appointments**

Appointments you can book online

Routine ten minute Doctor, Nurse and Health Care Assistant appointments

Special surgeries such as Smoking Cessation, Welfare Rights and Citizens Advice

You will be given a choice of 4 appointments on each day (unless there are less than 4 appointments left for that surgery)

Telephone Doctor appointments for problems that can be dealt with over the phone rather than a face to face consultation with a Doctor (see over)

You will be able to book appointments in advance

Continuity of Care means dealing with the same doctor or nurse for the same episode of illness. You will be able to book with the same doctor or nurse that you saw last time

How to Register at the surgery to be able to Book Appointments online

We will need to confirm your identity, ideally through proof of a passport or driving licence

Reception staff will print out your PIN number and registration details

You will then need to enter these details into the online booking system, where you will be asked to construct a security question and create a password to use in future bookings

Go to www.manorhousesurgery.co.uk and select Emis Access or appointments, then create your account. Or go to www.patient.co.uk and select "create your account"

How to Book Online

Once you have created your account, use one of the websites above. and follow the instructions.

You will be asked to enter your surgery's ID number and the password you have created.

Remember this surgery ID number and password for any future bookings you wish to make

Forgotten your Password/Surgery ID?

If you have forgotten any of the identification numbers or passwords required to book appointments online, please contact the surgery.

If you have other queries regarding booking appointments online please contact Joanne Simpson, Jane Carroll ,Joanne Rawding or Mary Fitton on 01457 860860

Doctor Appointments

These are ten minute appointments for routine consultations

Please try to book with the doctor that you consulted on your last visit to the surgery. or the doctor you saw last for the same problem. This doctor will know your history and be more familiar with your health records. This will be better for your care.

Telephone Appointments

Choose a telephone consultation with a Doctor for advice on minor illnesses, discussion on the results of recent tests or recent hospital appointments and queries on medication.

Telephone consultations are 5 minutes long and on the online booking system are denoted by a blue circle with an i in the centre .

If you book a telephone consultation you must be certain that the practice has your current telephone number so that the doctor can ring you at the allotted time.

If you have booked a telephone consultation but come to the surgery expecting a face to face consultation you will not be able to be seen.

Nurse Appointments

We have Nurse Practitioners , Nurse Prescribers, Practice Nurses and Health Care Assistants

You can see any of our practice nurses for :

- routine consultations of 10 minutes
- asthma checks
- smears
- Contraceptive pill checks

Additionally

You can see Pam Astley, or Michele Maunder for :

- advice on minor illnesses
- family planning advice
- emergency contraception

For appointments such as diabetic and IHD checks and anticoagulation you will need to ring the surgery to make an appointment

Please make sure that your appointment is appropriately booked according to the expertise of our nurses.

If you book an appointment for a procedure that one of our nurses is not yet trained to carry out, then you will have a wasted visit