



# NEWSLETTER

## January 2026



**You Said,  
We Did**



**Community  
Events**

**Staff  
Achievements**



**Patient Survey  
Results**



# YOU SAID, WE DID

**You wanted more convenient appointments**



**We are now offering telephone appointments on a Saturday**

**You wanted us to answer the phone quickly**



**We are now available by phone at lunchtime, and the average wait is under 3 minutes.**



**You wanted to be able to contact us throughout the day...**

**Online form now open throughout the week, including early mornings and evenings - making it easier for busy families**

**Online access now available through the NHS app**

**Most queries automatically get a choice of day/time for an appointment instantly**



# COMMUNITY EVENTS & STAFF ACHIEVEMENTS

## Weekly Singalongs

Every Wednesday at 2pm we post a weekly singalong with Harry, which is a tradition we've carried on from Lockdown. Keep an eye out on our Facebook page and come and join us!



## Patient Coffee Mornings

We host regular coffee mornings for our patients. It's hosted by practice staff, along with community organisations. Keep an eye out for our next one. Everyone is welcome!



## Staff Achievements

We're over the moon to announce our lovely **Rachel** is now fully qualified and registered as a Practice Nurse!

Our Practice Manager **Pete** won the national Practice Manager of the Year Award at a glitzy ceremony in London, in recognition of the team's work across Stockport practices.

We're pleased to say **Hayden**, achieved a distinction in his apprenticeship! He has qualified into a role as PA for practice management.





# SHARON'S RETIREMENT & PATIENT FEEDBACK



Our Operations Manager, Sharon, retired in October. She has been the rock of our family practice over the last few years, helping the transition from Dr Gallagher and Dr Idoos to the new partners.

She brought warmth, humour and compassion to the role, and we miss her massively. We wish her all the very best in her retirement!



**Autumn Patient Survey Results** - We had vastly improved scores in our Autumn survey, demonstrating the team's commitment to excellent care.

85.4% reported a 'very good' or 'good' overall experience, while 88.1% felt they waited the right amount of time for an appointment.



We wanted to highlight this amazing piece of patient feedback:

"Sean the paramedic who was great and listened to my concerns. Made a second appointment with Leah for my bloods to be taken.

I was seen on time, and done within 5 minutes. She was absolutely fantastic. Didn't feel a thing, and offered reassurance throughout."



[www.alvanleyfamilypractice.co.uk](http://www.alvanleyfamilypractice.co.uk)

0161 983 5757



**NHS**

Greater Manchester

# Get to know where to go

	<p><b>Pharmacy</b> Minor illnesses and injuries. Can offer some prescription medicine</p>		<p><b>Urgent care</b> For urgent non-life threatening illness or injury</p>
	<p><b>Urgent dentist</b> If you don't have a dentist, or your dentist is closed T: 0333 332 3800</p>		<p><b>GP</b> For illnesses that can be difficult to deal with at home</p>
	<p><b>NHS 111</b> Not sure where to go, or you need urgent medical advice, visit <a href="http://111.nhs.uk">111.nhs.uk</a> or call 111</p>		<p><b>A&amp;E/999</b> Serious or life-threatening conditions only</p>