

Dukinfield Medical Practice

Newsletter - Winter 2020-2021

Important Practice Information

Opening Times

Monday	8:00 - 19:30
Tuesday	8:00 – 18:30
Wednesday	7:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30

When we are closed:

Please ring NHS 111 for advice or alternatively, visit the Walk-In Centre at Tameside Hospital.
Open 9am to 9pm every day including Bank Holidays, no appointment required.
Only ring 999 if you believe it is a life-threatening emergency.

Evening and Weekend Appointments:

Patients who are registered at this practice can now book an appointment to see a GP or nurse on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday). These appointments will take place at another NHS site nearby.

Practice Contact Details:

Tel: 0161 343 6382

email: tgccg.dukinfieldmedicalpractice@nhs.net

Website: dukinfieldmedicalpractice.co.uk



Christmas Opening Arrangements

The Practice will close on Thursday 24/12 and open again on Tuesday 29/12

We will also be closed on Friday 1/1/21

DMP Staff

The Doctors



Dr Dowling (P)



Dr Harvey (P)



Dr Roberts (P)



Dr Mc Bride (P)



Dr Wolstenholme



Dr Hsu



Dr Richman



Dr Sim



Dr Williams



Dr Cheong (ST3)



Dr Martin (ST2)

The Nursing Staff



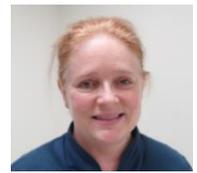
Bromley (P)



Chris



Claire



Elizabeth



Yvonne



Marie



Gillian

Pharmacist – Mr Usman Afzal

(P) means Partner, they own the business. All other Practice staff are salaried.

ST1, ST2 and ST3 are trainee GPs, explained on Page 3. Their status is correct in November 2020.

DMP Staff (cont)

Teaching & Research

We are an approved GP training practice and have experienced doctors as well as medical students attending the practice who may be present at your consultation. Should you prefer this not to be the case, simply inform reception.

Trainee GPs, who are already qualified doctors, are identified as ST1, ST2 or ST3 which refers to which year of their GP training they are in. They are also known as Registrars.

Management

Mrs Julie Pregnall
Practice Director

Ms Joanne Clere
Practice Manager

Miss Denise Martin
Deputy Practice
Manager

Administration

Ms Kim Heyes
Reception Manager

Mrs J Roberts
Data Quality Assurance

Reception

Suzanne
Melissa
Selina
Michelle
Kylie
Leigh

Georgia
Kerry
Jenny
Jude
Holly
Rachel



Website Tips:

1. Have you ever wondered what the little blue stick-man is for which you can see on the RHS of the page when using a larger screen (e.g a PC)? It is to help patients with limited vision. Clicking on him opens some tools for enlarging or speaking text etc.
2. Are you trying to find something on the website? Simply type your request into the search box, and if that text exists anywhere on the website you will be shown where to find it.

Practice Updates

Making an Appointment

To improve access, we changed our appointment system on the 1st October in the following manner:

We are asking all patients with access to the internet to contact us via our website www.dukinfieldmedicalpractice.co.uk and selecting **Online Consult** on the coloured tiles, or by **Patient Access**.

1. Your online form will be passed to the relevant clinician for review.
2. If you call the practice our 'patient advisors' will ask for additional information and complete the health advice form on your behalf.
3. This information will form part of our clinicians' 'Triage list'
4. The clinicians will work through the triage lists throughout the day, contacting those patients with the most worrying symptoms first.
5. We hope to reply to your health query within 24 working hours. This may be via a text, video consultation or a telephone consultation.
6. If the clinician wants to see you face-to-face, a convenient time for you to come into the surgery will be arranged.

If you are unable to use our online consult facility, our patient advisers are still here to answer your calls and to help you with your query.

Using Online Consult

To use Online Consult, please click on the relevant coloured tile on the Home Page of the website www.dukinfieldmedicalpractice.co.uk

If you are unable to find a suitable form which covers the reason for you contacting the practice, please use the **General Health Query** form.

Using Patient Access

Select **Appointments** and complete the boxes as requested.

Why are we making this change?

Some people:

- have medical problems which need longer than a 15 minute appointment.
- want a quick answer to a simple question.
- ring first thing in the morning with a minor condition.
- wait until later in the day to tell us about symptoms that suggest a serious illness.

Previously, we tried to fit all of this into 15-minute appointments, 'first-come, first-served' and people have waited to be seen. This is no longer safe or acceptable.

When Covid-19 lockdown started, we decided to deal with all our patient queries the same day, prioritising the serious symptoms first. We asked you to contact us by telephone and then we phoned you back.

Some patients have reported difficulty getting through on the phones. By introducing online consultations and health advice forms, we can free up our phone lines thereby improving contact times.

The health forms give you, the patient, the opportunity to describe the reason for contacting us and tell the clinician what you hope to receive from us.

The New Build

Most of you will already know that the Practice is planning to close down the Birch Lane site and to move the whole Practice to Concord Way. Plans have been submitted to Tameside Council and submitted for approval. This has been delayed twice and a decision is now expected in mid-December.

The proposed building will be constructed over part of the present garden area.

The plans submitted can be viewed on our Practice website, the link is on the main menu.

The Drive-in Flu Clinic/Covid-19 Vaccine. **Hot off the Press!**

Building on the success of the flu clinic at Hyde, plans are well underway to deliver the Covid-19 vaccines, once approved, from there, though not exclusively. Further updates will be available soon.

Patient Participation Group (PPG)

What is a PPG and how do they work?

PPGs work with the practice to offer the patient perspective on the service it provides; a route for patients to advise the practice on what matters most to them and to identify solutions to problems. It represents the needs of the whole practice and is made up of volunteer patients and representatives from the practice itself.

There is no set way of working, but most meet regularly to discuss services and identify improvements to benefit patients. It is usual to involve the Practice Manager and/or members of the clinical team.

Having one means that Patients:

- can influence the way in which practices are run, aiming to improve service.
- will be consulted about arrangements for their care before decisions are made.
- will have a forum to suggest positive ideas

What do they do?

- Facilitate effective communication between GPs and Patients
- Organise health promotion events
- Act as a 'critical friend' for the practice
- Signpost patients
- Research into what matters to patients
- Offer feedback on the patient perspective
- Help the practice make best use of its resources
- Provide practical hands-on support to the practice
- Represent practice views at Locality Clinical Commissioning Group (CCG) meetings

What are the benefits of joining?

Gives you the opportunity to share opinions and take action to improve the way health services are delivered in the community. The PPG can send a representative to the local CCG. It's also a great way to give something back and take an initiative in helping to make changes. It can also be a good way to meet new people and learn new skills.

PPGs are NOT:

- A forum for complaints or a vehicle for patients to resolve their own personal issues
- A doctors' fan club
- Reliant on practice staff - they should be self-organising and patient led
- Just there to tick a box or to gain extra funding for the surgery.

You can find more information about our PPG on the Practice website at:

<https://dukinfieldmedicalpractice.co.uk/ppg/>

If you would like to join us at a Zoom meeting, please email our secretary at:

dukppg@gmail.com



What We Do

The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week.

The helpline number is: 0800 4 70 80 90.

We also offer telephone friendship schemes where we match volunteers with older people based on their interests; facilitated group calls; and help to connect people with local services in their area.

Our specially-trained helpline team:

- Offer information, friendship and advice.
- Link callers to local groups and services.
- Offer regular friendship calls.
- Protect and support older people who are suffering abuse and neglect.
- 68% of calls to the helpline are made at night and weekends.

Who can use The Silver Line

The Silver Line is a helpline and friendship service for people aged 55 and over. The Silver Line Helpline is free to callers.

Callers are free to express their feelings, and describe their lives honestly, and can trust us to respect their privacy.

In cases of abuse or neglect, with the callers' permission, we will involve specialist safeguarding organisations such as Action on Elder Abuse or the appropriate social services team.

Health Screening Programmes

Bowel Screening Tel: 0800 707 6060

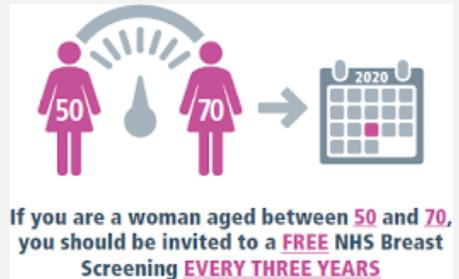
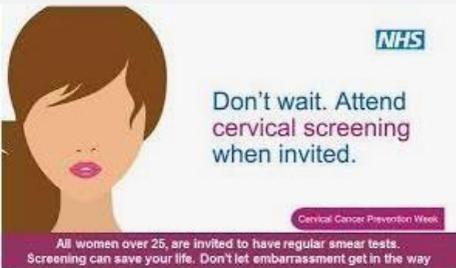
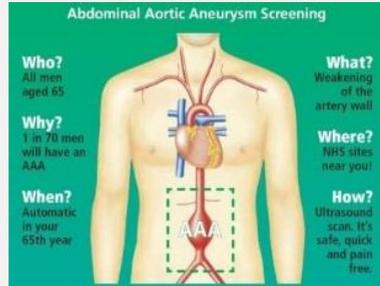
Everyone aged 60 to 74 in England is automatically sent a bowel cancer screening kit every 2 years.

If you're 75 or over, you can request a kit by phoning the number above.

Abdominal aortic aneurysm (AAA)

Tel: 0161 291 5716

Screening is offered to men aged 65 and over in England. Men over 65 can self-refer by phoning the number above.



Cervical Screening

Tel: 0808 802 8000

(Jo's Trust for help and advice)

All women who are registered with a GP are invited for cervical screening by their GP.

aged 25 to 49 – every 3 years

aged 50 to 64 – every 5 years

over 65 – only those with recent abnormal tests

Breast Screening Tel: 01524 583588

Breast screening is currently offered to **women aged 50 to 70** in England. You'll first be invited for screening between your 50th and 53rd birthday. Women over 70 can self refer.

This Newsletter was produced by the Patient Participation Group (PPG)
November 2020