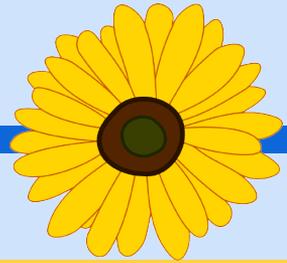


Dukinfield Medical Practice

Practice Patient Group

Newsletter - Summer 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:

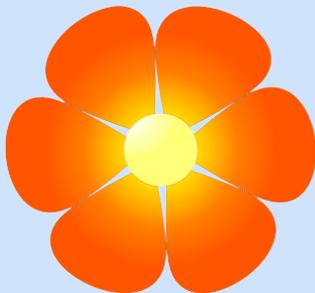
Please ring NHS 111 for advice or alternatively, visit the Walk-In Centre at Tameside Hospital.

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

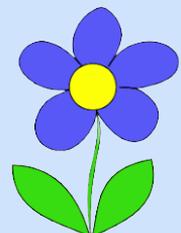
facebook: facebook.com/dukinfieldmedicalpractice

Closing Days:

Bank Holiday: Monday 30th August

Training Day: Thursday 16th September.

Closed from 12:30pm



DMP Staff The Doctors



Dr Dowling (P)



Dr Harvey (P)



Dr Roberts (P)



Dr McBride (P)



Dr Wolstenholme



Dr Hsu



Dr Richman



Dr Williams



Dr Hussain ST2



Dr Lim ST3



Dr Moss ST3

The Nursing Staff



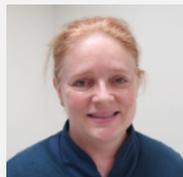
Bromley (P)



Chris



Claire



Elizabeth



Yvonne



Marie



Gillian



Pharmacist
Mr Afzal

MY EXPERIENCES OF WORKING ALONGSIDE A RECEPTIONIST AT CONCORD WAY SURGERY **BY JOYCE - A PPG MEMBER**

The PPG thought you would be interested in having a bird's eye view of some aspects of working in DMP. I was tasked with seeing what the practice Receptionist's role and responsibilities are on the front desk. I was there for an hour. Covid restrictions were in operation. It was not a typical day as some doctors and nurses were off due to covid isolation. The practice was still busy but not as hectic as usual. The experienced Receptionist I observed works a 30 hour week and that day was working 8.30am to 6.00pm.

She had several routine tasks to complete:

- She had sanitised several areas and would continue to do so throughout the day.
- Various checks were made on the vaccine fridge.
- Contents of Emergency bags were checked ie oxygen must be on green, torch batteries, adult/paediatric masks and defibrillator all in order. These checks have to be logged and signed off.

A big part of her work is responding to patients at the door. They buzz the intercom for admittance. Normally this is an almost continuous process but it was not as busy that day - only buzzing every 4 minutes whilst I was there! Once in, even with covid restrictions in place, some people entering had to be reminded of hand sanitisation and mask wearing requirements. Assistance is offered to those having difficulty due to infirmities. The Receptionist at this point potentially has many tasks to deal with. For example:

- Patients are checked in if seeing a doctor.
- Patients arrive with samples, ie urine. The sample has to be labelled and forms printed off.
- Patients may be returning equipment ie blood pressure monitors with the relevant readings that have to be scanned for the attention of a doctor.
- She has to deal face to face with patients answering queries and resolving problems where possible within the boundaries of her role. She also deals with situations where, for whatever reason, an appointment has to be changed and arrange a suitable alternative.

When a patient has seen a doctor, they sometimes need further attention such as an ECG or blood tests. The receptionist will arrange these and make appointments. Patient contact is by no means all the job. Lots of data has to be loaded on the computerised systems and appointments are arranged, sometimes rearranged and booked. Hundreds of prescriptions are dealt with daily.

[Continued on next page:](#)

All need some action on the part of the Receptionist, be it loading on to the system or checking for action and/or review. It would be hugely beneficial if all repeat prescriptions were requested using online systems. However, it is acknowledged that this isn't feasible at this time as some patients just don't have access to such systems.

The Outgoing tray has to be actioned, that is Fit Notes (new term for the old sick note) have to be emailed or texted out to patients. X-ray cards are emailed to hospitals and referral letters sent out. Adequate stocks of internal forms (such as New Patient, blood pressure, Patient Access, also self-referral dietary and physio etc) have to be maintained.

Besides dealing with the patients who turn up in person, those working in the adjoining office are continuously answering the telephones, dealing with a wide variety of problems, enquiries, worries, helping to navigate the online triage system, referring and even trying to calm when necessary. I was told that it is not uncommon for them to get daily abuse whilst carrying out their work. That is disturbing to learn. The work is shared on a rotary basis. All the reception staff need to be multi-skilled, efficient, patient and flexible - amongst other skills.

I spent just over an hour at the practice, glimpsing a small part of the Receptionist's role, so one can only imagine what the rest of the day would hold. This insight into their day has certainly made me understand their job a little more and I'm sure will make me a more accommodating, understanding and patient patient in future!

PRACTICE PATIENT GROUP



Since the last newsletter, the PPG has continued to meet via Zoom and we now have a reliable group of up to 20 patients who join our meetings regularly. We hope that we will be able to meet face to face again in the not too distant future when some of our members who don't have the required technology will be able to join us again. We are always hopeful that we will get some younger patients to join us to make us more representative of the patient population.

We have also decided to call ourselves the "Practice Patient Group" because we feel that "Patient Participation Group" sounds too formal and is a bit of a mouthful.

Similarly, we are hoping to run some quarterly Health Awareness days covering, for example: Heart Health, Stroke, CPR training and the Use of defibrillators.

These are just some ideas, would you like other topics to be covered?

If you would like to help organise any of these proposed events in any way, please contact us at dukppg@gmail.com or alternatively, you can leave a message at reception. We cannot do them without support.

HAYFEVER - BY DR MOSS, ONE OF OUR TRAINEE GPs

For those of you lucky enough to not have it, what is hayfever? Well, hayfever is an allergy to pollen, typically when it comes into contact with the mouth, nose, throat and eyes. Pollen is a fine powder found in plants and pollen levels can be especially high between the months of March to September. Symptoms can include sneezing, an itchy throat, mouth, nose or ears, streaming and itchy, red eyes and a runny or blocked nose.



So let's have a think about ways we can try enjoy the sunshine without those streaming eyes, sniffly noses and sneezes. Unfortunately, there is no cure for hayfever itself so we manage the symptoms in a variety of ways. One way is to avoid pollen completely by avoiding the outdoors but this is not very practical for most of us! Simple measures we can usually achieve include wearing sunglasses to stop pollen going in the eyes, using Vaseline on your nostrils to trap the pollen, keeping windows closed (more difficult on warmer days!) and showering and changing clothes when coming in from outside. Also vacuuming and damp dusting inside the house can be helpful too. If you are a smoker, it's the perfect motivation to cut down or ideally stop as we know this makes symptoms worse too. Activities useful to avoid include cutting the grass, avoiding having flowers in the house and avoiding drying the washing outside. So it's an official excuse for someone else to do those garden chores!

If despite these measures you are still struggling then do speak to your local pharmacist. Depending on which symptoms are troubling you most, they are able to use their expertise to advise you on the most suitable treatment. This may be an antihistamine tablet such as cetirizine or loratadine which are taken once daily and help dampen down that reaction to the pollen. Other tablets include chlorphenamine, an anti-allergy tablet that can be taken more regularly through the day. If eyes are particularly bothersome, there are a range of eye drops that can be used to help. If a runny or blocked nose is troubling you, there are also steroid nasal sprays that can, again, dampen down the allergic response to pollen. All of these treatments are available without prescription so do visit your nearest pharmacy if you are struggling.

Hopefully you can find the right combination of strategies and medical treatment that means we can all enjoy the traditional British summer!

There is more information about hayfever on the NHS website:

<https://www.nhs.uk/conditions/hay-fever>



Children's Page

Wordsearch - in the table below, find the words in the list

H	O	L	I	D	A	Y	S	M	M	A	T
S	D	T	Y	N	K	I	F	S	P	W	N
B	U	D	W	Z	V	N	T	U	A	S	W
H	B	U	C	K	E	T	E	A	R	T	M
S	W	S	B	P	C	H	B	I	K	P	S
U	T	G	J	O	P	G	E	F	D	S	S
M	X	T	W	H	N	W	A	S	P	E	E
M	A	T	B	I	D	E	C	X	W	T	A
E	M	A	P	R	G	B	H	W	S	P	S
R	T	M	S	P	C	T	V	B	N	O	I
R	A	D	C	U	I	O	T	S	I	F	D
C	J	U	S	T	G	H	I	P	C	S	E
W	D	Y	E	Q	T	P	P	S	E	U	T
A	D	I	N	I	C	U	M	M	C	A	R
T	A	T	R	A	V	E	L	A	R	S	T
E	C	S	T	L	P	A	D	M	E	A	P
R	K	N	D	Y	T	R	E	W	A	N	D
P	S	E	A	G	U	L	L	A	M	D	I
A	X	P	E	A	C	T	K	L	I	C	S
R	F	T	A	H	G	S	P	I	N	A	E
K	T	H	R	D	P	I	I	H	U	S	L
P	A	T	H	G	E	F	C	I	N	T	R
W	F	P	I	P	A	R	N	S	I	L	L
H	O	D	A	T	R	W	I	A	T	E	R
F	T	D	A	Y	B	E	C	C	R	E	H

- BEACH
- BUCKET
- CAMPING
- HOLIDAY
- ICE CREAM
- PARK
- PICNIC
- SAND CASTLE
- SEAGULL
- SEASIDE
- SPADE
- SUMMER
- TRAVEL
- WATER PARK

Designed by Jake
age 13

There are five drawings you can download by visiting:

COLOURING COMPETITION

<https://dukinfieldmedicalpractice.co.uk> and clicking on the white tile.

Please choose one drawing, print it and when you have coloured it in, take it to Concord Way reception and you will be

entered into the competition. There are two age groups; 7 years and under and over 8 years. Make sure to add your name, age and contact details on your finished masterpiece. There will be a prize for each age range. Closing date is 16th August.

Copies of the drawings will be available at Concord Way reception if you need them.