

# Dukinfield Medical Practice

## Practice Patient Group

### Newsletter - Summer 2022



## Important Practice Information

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.**

## 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

### Practice Contact Details:

Tel: 0161 343 6382

email: [tgccg.dukinfieldmedicalpractice@nhs.net](mailto:tgccg.dukinfieldmedicalpractice@nhs.net)

Website: [dukinfieldmedicalpractice.co.uk](http://dukinfieldmedicalpractice.co.uk)

facebook: [facebook.com/dukinfieldmedicalpractice](https://facebook.com/dukinfieldmedicalpractice)

PPG contacts: [dukppg@gmail.com](mailto:dukppg@gmail.com) or  
by text only: 07576 411627

### Training Days:

16<sup>th</sup> June, 21<sup>st</sup> July 2022

Later dates are on the website

Practice closed from 12:30pm



### 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.

## DMP Staff - The Doctors



Dr Dowling (P)



Dr Harvey (P)



Dr Roberts (P)



Dr McBride (P)



Dr Halstead



Dr Williams



Dr Burghel



Dr Khan ST3



Dr Lim ST3



Dr Moss ST3



Dr Pardes ST3



Dr Sandi ST1

STs are qualified doctors in their first, second or third year of GP training.  
(P) means Practice Partner.

## The Nursing Staff



Bromley (P)



Chris



Claire



Elizabeth



Yvonne



Marie



Gillian



Mr Afzal: Pharmacist

# **PRACTICE PATIENT GROUP (PPG)**

## **Practice Open Day**

There's exciting news from Dukinfield Medical Practice and its Patient Group. If you have been near Concord Way recently you have probably noticed the extension work progressing at the side of the Practice.

The building work is finally coming to an end and the refurbishment of the original building is due to start. Photographs, taken recently, have been put on the website for you to see. We hope to have some of the interior available soon.

**OPEN DAY**

This is obviously a major development for the Practice and to celebrate we will be holding an Open Day to allow patients to see inside; meet some of the staff and find out about the services that will

be offered.

At this moment we do not have a definite date, but the website and Facebook page will keep you updated.

We look forward to seeing and meeting you soon.

## **Health Event**

The PPG is planning to hold another Health Event at St John's Church Centre in September, similar to the one we held there in 2018 which was very popular. We will try to arrange it to make it possible for working people to attend.

We will be encouraging representatives of Health Support Groups to take a table to enable them to chat with people who are looking for support and provide them with the information they need.

Amongst many others, we will be considering support for Carers, Drugs and Alcohol abuse, and Mental Health, but it is still in the early early stages of development.

We would appreciate feedback from our patients about what we should include.

## **PPG Newsletters**



We hope you continue enjoying our newsletters and find something of interest to read in them. We always welcome recommendations about what subjects you would like to be covered in further issues, please let us know.

We managed to hand deliver 760 copies of the Spring edition. If you are willing to help us deliver more next time, please contact the PPG - see the front page for contact details.

# OSTEOARTHRITIS

By Dr Nicole Lim



## What is osteoarthritis and how does it occur?

Osteoarthritis (OA) is the commonest form of arthritis in the UK. Although it can affect any joint in the body, it most commonly affect the knees, hips and the small joints in the hands. It develops when there is severe wear and tear to the joints and its surrounding structures. There are several factors that are thought to increase your risk of developing OA:

- Age – it is more common with increasing age
- Genetics – OA may run in the family
- Obesity – extra strain on the hip and knee joints makes OA more likely
- Gender – it is more common in women than in men
- Previous joint injury, damage or deformity such as joint infection, fracture or ligament injury
- Occupation – joint overuse in certain occupations increases the risk of developing OA

## What are the symptoms of osteoarthritis?

OA commonly causes joint pain and stiffness. You may also notice limited range of movements of the affected joint. Joints may appear swollen or more “knobbly” than usual. If severe, it can affect your mobility and other activities of daily living such as putting on socks and shoes, using the can opener or doing buttons on your clothes.

## What are the treatment options for osteoarthritis?

Osteoarthritis is a long term condition and once diagnosed, the mainstay of treatment for OA are pain control through lifestyle measures, medication and/or surgery.

Regular exercise can help ease your symptoms by keeping you active, strengthen your joints and build up muscles. Additionally, it can improve your posture, relieve stress and help with weight loss. Your GP receptionist can refer you to a physiotherapist who can provide advice and an exercise plan to follow at home. Alternatively you can use a self referral form available on the practice website under the ‘Community Support Services’ tab.

If you are overweight or obese, it often makes OA worse due to excess strain on some of your joints. You can try losing weight by doing more physical activity and eating a healthier diet. If you require further support to lose weight or advice on diet, you can make a referral to **Be Well Tameside** using a self referral form on their website ([www.penninecare.nhs.uk/bewelltameside](http://www.penninecare.nhs.uk/bewelltameside)) or ring 0161 716 2000.

There are various types of pain relief medications available that your GP can recommend to you, depending on the severity of your pain and your medical history.

- Paracetamol. You can buy this over the counter and we recommend taking this regularly to start with.
- Non-steroidal anti-inflammatory drugs (NSAIDs) such as ibuprofen, aspirin and diclofenac. They are available as creams (topical), tablets or capsules. These medications help by reducing inflammation. Topical NSAIDs are particularly effective if you have OA in your knees or hands. If you have certain medical conditions such as asthma, stomach ulcers, stroke, or heart attack, NSAIDs may not be suitable for you. Please discuss with your GP if you are unsure.
- Opioids such as codeine or co-codamol. These may be suitable if paracetamol and/or NSAIDs have not helped. Low strength co-codamol (8/500) can be purchased over the counter. Please be aware that it can cause drowsiness, nausea, constipation and be potentially addictive. Due to its possible side effects, it is carefully considered in elderly patients.
- Capsaicin cream. This can be an alternative to topical NSAIDs if you have osteoarthritis in your hands or knees. It works by blocking the nerves that send pain messages to the treated area. It may take up to a month for you to notice a difference to your pain.

Steroid injections are sometimes used to treat painful musculoskeletal problems. When treatment with conservative measures and pain relief haven't helped, you may be offered steroid injections into the affected joint. They can work quickly to ease pain for weeks or months.

Surgery may be offered when there is severe damage to the joint. It can improve your symptoms, mobility and quality of life. If surgery is thought to be appropriate, your GP can refer you to an orthopaedic surgeon.

#### **Sources and useful links**

[www.versusarthritis.org](http://www.versusarthritis.org)

[www.arthritisaction.org.uk](http://www.arthritisaction.org.uk)

[www.nhs.uk/conditions/osteoarthritis](http://www.nhs.uk/conditions/osteoarthritis)

[www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/arthritis/](http://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/arthritis/)

# **PRACTICE PATIENT GROUP (PPG)**

## **Please help us with our Survey**



The main focus for a PPG is to represent the patient's voice within the Practice. In the past, we've carried out a number of surveys and used other means to extract opinion and feedback. We recognise that there have been significant changes in many aspects of our lives over the last two years due to the impact of the pandemic. The manner in which we interact with our GP's surgery is no exception.

We have been considering how we can best engage with patients on this issue. Initially, we will be meeting patients who are attending the Practice for appointments to record their experience, and seek feedback and ideas. It's a few simple questions and short chat with a member of the PPG on leaving your appointment or take a questionnaire with you and return when possible. If you don't want to participate, you're entirely free to say so. However, we hope that enough patients will give us an opinion on their experience, express satisfaction, or offer up suggestions for improvements. This will be carried out on an ad hoc basis and so not everyone will be approached.

We do acknowledge that a large number of appointments now take the form of a telephone consultation. We know that many people are very satisfied with the arrangement. At the moment, though, we can only capture that level of satisfaction or otherwise if patients leave comments on the website. We do urge you to do that as part of this exercise.

The survey is also available on the website if patients prefer to do it that way, at: <https://dukinfieldmedicalpractice.co.uk/patient-survey-2022>

As we gain experience, momentum and information, we can feed our findings into the Practice's Quality forum. There are other ideas in the pipeline including the establishment of a "Listening Table" which will be sited in the waiting room at specific times. We've also contacted other local PPGs to see how they are dealing with very similar issues.

It's early days, but we'll keep you updated.

## **Status of the New Build**

There is no definite completion date yet, but it's progressing well.

The lease on Birch Lane runs out on the 30<sup>th</sup> June, so by then staff will have moved to the new building to allow the reconfiguration of the inside of the original Concord Way surgery.

## **Choosing a particular GP or Nurse**

You may ask to see a particular doctor or nurse at the GP practice, but it may not always be possible to comply with your request.

# **THE ROLE OF OUR PRACTICE PHARMACIST**

**By Mr Usman Afzal MPharm IP**

My name is Usman Afzal. I have been with the practice as a clinical pharmacist going onto 3 years now. A lot of patients may already know me and have spoken with me. I have been a qualified pharmacist for 14 years working in a range of roles. I completed my prescribing course in 2018 and am currently undertaking the Advanced Practitioner Course.



I wanted to introduce myself and outline the role I play within the practice and how I, along with the rest of the team, work to ensure that everyone receives high quality and safe care. My biggest role within the practice is ensuring the patients receive the most appropriate and safe medication. This is done in a number of ways:

## Clinical Medicine Reviews

These are undertaken to ensure that the ideal medication is being provided, but also involves assessing patients' medical and drug history to ensure any new medication does not cause an interaction with other medications being taken. On the occasion when a medication is not acceptable or is no longer available, I work with both the patient and the GP to find an alternative option.

## Prescriptions

Discharge and clinic letters are received from the hospital, this correspondence is firstly checked to confirm the recommendations are safe for the patient to take and then prescribed for the patient to be able to collect and commence with their treatment. A similar process is undertaken for all repeat prescription requests. These are evaluated against each case to ensure the medications are still safe to take and the most suitable for the symptoms.

## Training

A part that may be unknown to many is my task in ensuring that all practice members are fully aware of any medication regulations and safety precautions. Occasional formal and informal meetings are held with staff members to give updates on changes to medication regulations.

It can be seen as a clinical pharmacist that my role is to ensure safe and effective medication is delivered to patients for high quality care.

In my free time I like to spend time with family and friends, go to the gym and watch football.

I look forward to working with you in the future.

## **SUPPORT FOR THE INCREASINGLY ONLINE NHS WORLD**

A great deal of time, which could be put to better use, is wasted at the Practice processing paperwork.

For example, each Monday morning the staff are faced with typically 250 paper prescription renewal requests. Each item on a prescription has to be manually entered into the Practice IT system before the prescription can start to be processed. This can take more than 12 man-hours to complete.

Prescription renewal requests by Patient Access, on the other hand, go directly into the system and can be processed immediately.

Most people are happy to do this, but some patients, unfamiliar with the digital world, are very wary and believe they could not possibly do it themselves.

For this reason, the Practice holds a face-to-face clinic on Monday afternoons run by a couple of our Health Champions and a lady called Emma from a local charity. She has been training them in how to give the support patients may need.

One lady at our recent PPG meeting was very sceptical, but after one session she now feels competent to request prescriptions and ask for help from a clinician unaided, all using her phone.

If you are interested, you can speak to the reception staff, or contact Emma directly on 07920 170126. There is a brochure available in paper form at the Practice, see picture. You can also download the brochure by clicking on the picture.



### **We do see patients face to face!**

Listed here are the statistics for Dukinfield Medical Practice for the last three months

#### **March 2022**

4726 appointments  
2017 were face-to face (47%)  
Plus 168 home visits

#### **April 2022**

3840 appointments  
2017 were face-to face (52%)  
Plus 189 home visits  
Did Not Attend 127 (3.3%)

#### **February 2022**

3840 appointments  
1862 were face-to face (44%)  
Plus 163 home visits