

Dukinfield Medical Practice

Practice Patient Group

Newsletter - Autumn 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: gmicb-tameside.dukinfieldmedicalpractice@nhs.net

Website: dukinfieldmedicalpractice.co.uk

facebook: facebook.com/dukinfieldmedicalpracticePPG

PPG contacts: dukppg@gmail.com



Training Days:

15th September, 20th October and 17th November.

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 Najem ST3



Dr Moss ST3



Dr Pardes ST3



Dr John-Okon ST2

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



Meganne: Paramedic

The Nursing Staff



Bromley (P)



Chris



Claire



Elizabeth



Yvonne



Marie

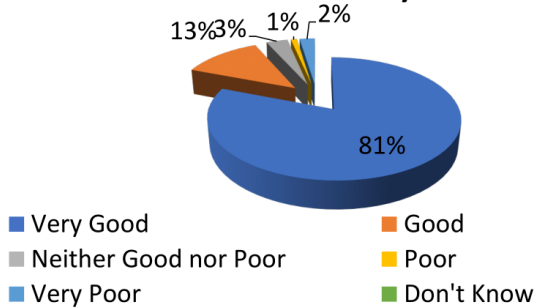


Gillian



Mr Afzal: Pharmacist

Friends and Family Test



Our Friends and Family results are in. This is the way we get feedback from all our patients after their appointment with us. Between July and August 2022 94% of you said we were good or very good. Thank you all so much for your kind words and confidence in us.

There were a couple of consistent points which I have addressed below:

1. Timings of appointments and the lack of Face-to-Face appointments:

At Dukinfield Medical Practice we offer evening appointments every Monday from 6.30pm-7.30pm and early morning appointments every Wednesday from 7am. Patients can also book evening and weekend appointments at one of the hubs across Tameside. To find out more about these appointments please visit our website www.dukinfieldmedicalpractice.co.uk or contact one of our patient advisers.

As we now return to pre-pandemic ways of working, patients have the choice of seeing a clinician face to face or by phone. If you would prefer a face-to-face appointment, please add this to your online consult form under "what treatment would you hope to receive from the practice." During July 2022 we held 4003 appointments, 54% of which were face to face appointments.

2. The online system is clunky and hard to use:

Whilst we appreciate the online consult system is not for everyone, we believe the system allows patients convenient access to health care and medical advice within 48 working hours. We appreciate the online triage form is not accessible to all our patients and have developed a process to support patients to complete the forms should they require it, no matter the reason. This can be done by contacting the practice by phone or attending in person. Our reception team have completed training to support patients to complete the forms and where appropriate signpost patients to alternative services.

To help patients access the Online system we are working with The Bureau Glossop and their volunteer Digital Health Champions. The Health Champions offer a support session every Monday and work with patients to increase awareness and education on how being online can improve their quality of life. This includes training on the practices Online Consult system and using the NHS app. More information on this service can be found at <https://the-bureau.org.uk/the-digital-healthcare-support-service/>

Thank you to everyone for taking the time to complete the Friends and Family test. We really value your feedback and support to improve.

Julie Pregnall, Practice Director- Non Clinical Partner.

HEALTH EVENT

Further to the previous item in the summer newsletter, we can confirm that a health event will be held on Saturday 24th September at 2-4 pm at St John's Church Hall, Dukinfield.

The last one, held in 2018, was very successful and attracted a lot of positive feedback.



There will be exhibitors offering information on a range of issues of interest to all groups, including older people, children and families, those experiencing chronic conditions and mental health issues amongst others. We plan to include mini health checks carried out by DMP nursing staff. There are other exhibits that we can't confirm yet, but that will prove to be of interest to many people.

DMP Health Champions are re-starting a new programme of events including a walking group beginning in September, details here: <https://tinyurl.com/yc2rwb55>.

Health Champion representatives will have a stand shared with DMP's patient group and would really appreciate the opportunity to talk to patients in order to identify need that can be met via this group of volunteers. Unfortunately Covid restrictions curtailed the successful previous programme but they are keen to get going again!

There is a leaflet promoting the health event on the adjacent page. Please do take a look and share the information with families/friends etc. as all are welcome. We'd love to see as many as possible.

OPEN DAY



I would like to say a massive THANK YOU to all those who came and supported the Open Day on the 30th July, especially to Ivy who cut the ribbon for us, supported by her great-great grandson Riley. Ivy is the oldest patient at the Practice at 103 years old and did us all proud, whilst Riley is one of the youngest at seven weeks old. It made the day really special to have five generations of the same family there on the day.



For any of you who were not able to attend on the day you will find plenty of photos on the surgery notice board, on the Practice Facebook page, on the last page of this newsletter and on the website at: <https://tinyurl.com/26vmnraz>. We were extremely lucky to have escaped the rain which made it nice for staff and patients to be able to wander in and out of the Practice and enjoy the newly modernised building and garden. If we have any keen gardeners out there with any spare time who would like to volunteer with the upkeep of the garden please let us know.

Thank you again to everyone, Marion PPG Chair.

HEALTH EVENT

DUKINFIELD MEDICAL PRACTICE AND ITS PATIENT PRACTICE GROUP ARE HOLDING A HEALTH EVENT AT:

**ST JOHN'S CHURCH CENTRE, VICARAGE DRIVE,
DUKINFIELD, SK16 5HZ
ON 24TH SEPTEMBER 2022 FROM 2-4 PM**

FREE ENTRY



**EXHIBITORS WILL COVER A WIDE RANGE OF CONDITIONS/
ISSUES OF INTEREST TO OLDER PEOPLE, FAMILIES,
THOSE EXPERIENCING CHRONIC CONDITIONS AND
MENTAL HEALTH ISSUES ETC**



**THERE WILL BE THE OPPORTUNITY TO MEET STAFF
FROM DUKINFIELD MEDICAL PRACTICE AND HAVE A
MINI HEALTH CHECK**

**COME ALONG AND MEET REPRESENTATIVES OF
THE PATIENT PRACTICE GROUP AND THE HEALTH
CHAMPIONS WHO CAN SHARE NEWS OF THEIR
DEVELOPING PROGRAMME**



EVERYONE IS WELCOME TO COME ALONG

A DAY IN THE LIFE OF ELIZABETH, PRACTICE NURSE



My name is Elizabeth and I am one of three registered nurses at Dukinfield Medical Practice. As a nursing team we each have our own specialist areas. Our reception team know who does what and will book you with the most appropriate nurse. This is why they need to know what your appointment will be for.

My day starts at 8:30am, although I am in the building before this switching on my computer and grabbing a coffee before I start.

I usually have a session of appointments before and after lunch, these are either telephone or face to face appointments, I will usually do all telephone or all face to face in either a morning or afternoon session. My day is very varied, from providing vaccinations, reviewing patients' long term conditions to smear taking.



In a face-to-face appointment I might see babies and children for their routine vaccinations. I enjoy these appointments as the babies are often very smiley and the children very chatty. That is until they have their injections, then they fall out with me! I can usually win them over and by the time they leave they're smiley and chatty again.

Childhood vaccines are an important part of my job as they help to protect the children from serious infections. They also help prevent the spread of the diseases from one person to another as the infection chain is broken when it cannot pass from one person to another. We have found that by protecting the children with their flu vaccines there is less flu passing to their older relatives.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

I might also see a lady for her smear test, these tests are for ladies between 25 and 65; they are to pick up early signs of or risk factors for cervical cancer. The test is looking for a virus called HPV, which is the virus that causes the cells to change and possibly turn into cancer over time. Early treatment is quick and effective. If you are overdue your smear test please contact our reception team to book your appointment. Don't worry if you haven't shaved your legs or painted your toenails, I'm only interested in your cervix and the chances are I haven't either!

<https://www.nhs.uk/conditions/cervical-screening/>

Other face-to-face appointments can be a variety of other injections and vaccinations, for example B12 supplements and adult vaccines, such as pneumonia or shingles for those who are eligible.

I also see ladies who need contraception. There is a good choice of effective methods of contraception, and I will talk through these options to help the ladies make the best choice.

By the time I have seen all these people it is time for me to do some paperwork. The nurses at DMP review the Hba1c blood results. These are average blood sugar results for patients with diabetes. I also review letters from the hospital with requests for diabetes review, altered inhalers, diabetes medication and repeating blood pressure checks. I will follow up any patients who have been to hospital with an asthma or COPD exacerbation. I also get messages with queries from reception, the doctors and pharmacist asking for advice. We work as a multi-disciplinary team making sure the patient gets the best care.

After a quick lunch break, I have an afternoon session of phone calls. These include diabetes, COPD and asthma reviews. Look out for further information on these conditions in following newsletters. Whilst most long term condition reviews can be completed over the phone, we are now in a position to be able offer either face to face or phone calls for these reviews, it all depends on the patient's preference.

One of my specialist areas is cancer care reviews. I offer support to anyone who has had a recent diagnosis of cancer. I will then follow the patient through their treatment, from signposting to cancer services, offering an ear to listen and reviewing any existing long term conditions. This is a new project that I am passionate about. I am still learning and seeing how it works, but so far, I am enjoying it and patient feedback has been very positive.

After a bit more admin time, I clean down my room and restock my cupboards ready for the next day's work. I will sign off my computer and say goodbye to the team, off home until my next day in.

Elizabeth Heptonstall, Practice Nurse

SOME ADVICE FROM THE PPG

- Don't forget that you are allowed to choose which doctor deals with your consultation. Just make your choice when completing your triage form, or tell the receptionist if you are on the phone. However, your doctor may not be on duty on a convenient day for you.
- Similarly, if you are not happy with a telephone consultation, you can usually be granted a face-to-face one, just ask.

OPEN DAY PHOTOGRAPHS



Ivy with Dr Dowling



Ivy, daughter Kath, Riley, & Dr Dowling



Some of the DMP Staff



Some PPG members



Ivy with her family



Waiting for Ivy and Riley



Julie with her parents



The builder with Julie