

# Dukinfield Medical Practice

## Patient Network Group

### Newsletter - Spring 2023



#### 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](mailto:Gmicb-tameside.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)

#### 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.

#### Training Days:

16<sup>th</sup> March, 20<sup>st</sup> April, 18<sup>th</sup> May.

Later dates are on the website

Practice closed from 12:30pm



## DMP Staff - The Doctors



Dr Dowling (P)



Dr Harvey (P)



Dr Roberts (P)



Dr McBride (P)



Dr Halstead



Dr Williams



Dr Burghel



Dr Lightbody



Dr Najem ST3



Dr Clarke ST2



Paramedic: Tomasz

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



Paramedic: Meganne:

## The Nursing Staff



Bromley (P)



Chris



Claire



Elizabeth



Yvonne



Marie



Gillian



Mr Afzal: Pharmacist



## **Online Consult FAQs** **By Dr T Dowling**

We think our online triage service is brilliant. Over the years we have tried many differently ways to offer appointments but now we can deal with more requests more promptly and give a better, more personalised service. We deal with every request within 48 hours, with very few exceptions.

Here's how it works.

You complete an Online Consult form which is loaded onto your records and assessed by the triaging GP or Advanced Nurse Practitioner (ANP) who then decides a management plan. This can be a face to face appointment with a GP/ANP, but it could also be with one of our MSK (Musculoskeletal) practitioners, our Complex Care Nurses, our Mental Health Practitioner, our Paramedic or our Pharmacist. They all work alongside us in our Surgery. You could also be signposted to a more relevant NHS service outside our Practice, such as a Community Pharmacist or an NHS website. We will contact you with our plan within 48 hours although usually it is on the same day.

### **Why can't I just see a GP?**

There are lots of reasons why it isn't as easy to see a GP as it once was, but basically there are more people, living longer, with more medical problems, who may expect more from the health service than previously. ... and there are fewer GPs! Essentially GPs now have to be Community Specialists, who work as part of a team. And you don't always need a GP to help you get better. Sometimes someone else in the team can deal with your problems better, or more promptly. Or you don't need to see anyone at all, you can self-care with appropriate advice.

**That's where the online triage comes in.**

### **Why can't I be seen face to face?**

Now that the pandemic restrictions are over our usual appointments are face to face. However, face to face may not always be necessary, or the quickest or most convenient option. When offering appointments we always use face to face where physical examination is clinically necessary, but as we aim to deal with all requests for appointments within 48 hours our system has to be very smart. Sometimes this means we discuss your problem on the phone or bring you in for tests first.

We have found this means we can do more for more people, so there's less waiting for you and fewer appointments wasted from patients not turning up.

## **Why do I need to tell you what's wrong with me?**

When a patient has a medical problem, all sorts of things are relevant. Such as what the problem is, when it began, how it began, what problems it has caused, whether the problem is new or ongoing, and if ongoing what's been tried before. It's useful to know how it's affecting you and what you've already tried. If we know all these things before we consult, we can look back in your GP notes for background and focus on what your problem is, which just makes things much more efficient. It also means we can ensure continuity, providing an appointment with your usual GP.

## **What if my problem is too embarrassing to write down, or I'd rather not say?**

The triage form is for you to decide how you use it. It's fine not to tell us your problem but it might slow things down and mean you end up not speaking to the right person.

## **Who reads my triage form?**

In the first instance, the triage form is read by the triaging administrators who send out a text message to those patients with a mobile phone number on record to acknowledge receipt of the form. They will request any further information that is needed before the form is looked at by the triaging GP, this may include requesting photographs or using a symptom checker. Once all the information is gathered, the triage form is then passed to the triaging clinician for review and a decision on the next steps.

## **What if I want to talk to a particular GP (or would rather not talk to a particular GP)?**

That's fine, just tell us your preference. There will be times where the GP you request isn't available though, but we will work with you if that's the case

## **What if I can't use a computer?**

The online route is best because it is a fast and direct line between you and us, but we don't want to put any patient at a disadvantage. We would always suggest you ask a relative or friend to help you if you cannot use a computer and we have classes where you can learn how to use our website which run at Dukinfield Library. But we know not everyone can use modern technology so you can phone in a request. Our reception staff are trained to complete the forms with you. You can also complete a paper version of the online consult form in the surgery. Just ask at reception. We just ask if you can use the online triage form please do so.

## MINOR EYE CONDITIONS SERVICE



If you have any eye problems, including eyelids, please do not contact your GP because they will direct you to an optician.

Most opticians are part of the Minor Eye Conditions Service (MECS), a free service provided by the NHS. They are the most appropriate professionals to deal with problems connected to the eye.

One exception to this is headaches associated with your vision; that need a GP's attention.

### What Conditions Can Be Treated by the Service?

If you are experiencing:

Red eye or eyelids, Dry, gritty or uncomfortable eyes, Eye irritation and inflammation, A lot of recent discharge from the eye or watery eye, Recently occurring flashes or floaters, Painful eye, Ingrowing lashes, Recent and sudden loss of vision, Foreign body in the eye

...you can arrange an appointment with an optometrist through the Minor Eye Conditions service.

Please be aware that this is not necessarily a walk-in service and may require an appointment. If your optician cannot offer a convenient appointment, they will advise you which other opticians in the area offer this service.

For more information online, just search for MECS

## FRIENDS AND FAMILY RESULTS

Our Friends and Family results are in, this is the way we get feedback from all our patients after their appointment with us. So far in 2023 95% of you said we were good or very good. Thank you all so much for your kind words and confidence in us.



One patient wrote:

"I've recently had cause to visit the GP on a few occasions. I am very impressed with the response times to the online triage forms. I asked to see a specific GP and got a face to face appointment very quickly. A series of investigations was initiated, and I was contacted to make further appointments as the results came in. The GP formulated a clear plan of action which is now in place and ongoing. I wasn't the biggest fan of online triage but have seen the benefits with this experience. I feel very fortunate to be with this Practice."

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

## ***A NEW NAME FOR THE PPG AND HEALTH CHAMPIONS***

The PPG and the Health Champions have decided to unite under one banner, namely “Patient Network Group”. This was agreed by the two groups at a recent meeting. This change seemed a sensible move because we have been working together on several projects and our previous title of “Dukinfield Medical Practice PPG and Health Champions” was very awkward and unwieldy.

## ***A MESSAGE FROM THE PNG CHAIRPERSON - MARION***

We're finally well into 2023 and hopefully Spring will not be too far away.

As chair of the Patient Network Group I would like to say a MASSIVE THANK YOU to the group and the Practice for all the hard work and support in 2022.

We achieved so much in the past year starting with the opening of the new extension to the Practice and held a very successful Open Day. A well done to the staff who managed to work through those conditions, not an easy task with all the noise and dust!

In preparation for this Brian worked so hard in preparing what is now a lovely garden area and the daffodils are starting to peep through already.

Shortly after this, Dawn, supported by David, successfully managed to set up the Walking group again.

If you are around Dukinfield Park on a Tuesday morning you will probably see them. You don't have to be a walker, you can just have a leisurely stroll.

If you would like to join them the best way is to ask the walkers. Alternatively, you could leave a message at reception.

We were now in September and held a very successful Health Event organised by Sheila at St John's Church Hall supported by local charities and the Practice. The nurses gave up their Saturday to help doing mini health checks and blood pressure etc.

By this time we had already started planning for Christmas.

A very successful party was held at Dukinfield Cricket Club for some patients who may have been alone at Christmas. We also, through local donations, managed to make up and distribute 50 Christmas food hampers around the area.

Overall a very busy and successful year, despite the dreaded Covid still hanging around. If you feel that you would be interested in joining us you could email us at [dukppg@gmail.com](mailto:dukppg@gmail.com). More information about our activities can be found by clicking on the Patient Network Group coloured tile on the Practice website home page.

Here's to another successful and healthy 2023.

