



Dunelm Medical Practice

Newsletter August 2015

Bearpark
Framwellgate Moor

Gilesgate

Welcome to the Dunelm Medical Practice Newsletter for August 2015

You Said

Make more appointments available

We Did

Reduce unused appointments, employ a Nurse Practitioner

You Said

Modernise waiting areas

We Did

Information screens introduced at two sites and touch screen arrival system at Gilesgate

Nurse Practitioner

The practice has introduced a Nurse Practitioner to the team to increase the number of appointments available to patients. The Nurse Practitioner can prescribe medication, such as antibiotics, as well as dealing with 'acute' issues such as chest infections, rashes and Urinary Tract Infections (amongst many others). Our current Nurse Practitioner, Wendy Hook, has been with us on a temporary basis until we welcome Alison Barnett to the role in November. The Nurse Practitioner is a very skilled role, and we would like to encourage patients to use this resource if they have this sort of acute problem.

Patient Did Not Attend (DNA) appointments

In order to maximise the number of appointments available to patients, it is vital that anyone who cannot attend their appointment lets the practice know beforehand. The figures for July indicate that across all 3 of our practice sites there were **226** appointments which were not attended by patients. This accounts for over **55 hours** of wasted appointment time.

If for any reason you are unable to attend your appointment PLEASE LET THE PRACTICE KNOW.

Good Luck to Sue Bradley

We would like to wish our counsellor, Sue Bradley, who has been with us over 20 years, all the best of luck as she moves on to new challenges. Sue will be a big miss and we'd like to thank her for her hard work and commitment.

Electronic Prescribing

The Practice would like to remind patients that we are using the new Electronic Prescribing service. When you are prescribed any medication, or if you order your Repeat Medication, the request will be sent directly to the pharmacy of your choice. This means that the doctor does not need to print off and sign the prescription, and there is no need for you to pick it up from the practice. In order to use this system you must 'nominate' a pharmacy. You can do this either in Practice (ask at reception) or in the pharmacy of your choice. Further details are available on the practice website (www.dunelmmedicalpractice.co.uk)

Review Appointments

If you suffer from a Long Term Condition, such as Diabetes or Asthma, it is very important that you attend your review appointment. Some reviews are annual, and some may be every 6 months. You will receive a letter from the Practice when your review is due. When booking your appointment, please make it clear to the receptionist that your appointment is for your annual review so that we can book you in with the correct clinician.