



Dunelm Medical Practice

Bearpark
Framwellgate Moor

Newsletter Jan - April 2016

Gilesgate

Welcome to the Dunelm Medical Practice Newsletter for Jan—Apr 2016



Dunelm Medical Practice

Choose the right staff to see

HEALTHCARE ASSISTANT 	Injections Taking bloods Foot examinations Having blood pressure taken
NURSE 	Annual review for you long term conditions Vaccinations and Immunisations For your smears Ear Syringing
NURSE PRACTITIONER 	Chest Infection Simple skin problems Water Infection Sore Throat and coughs and colds
DOCTOR/REGISTRAR GP	Long term conditions Complex medical and problems Unexplained symptoms Any other health concerns

Annual Reviews

We would like to remind all of our patients with long term conditions (such as Diabetes, Asthma, COPD or heart conditions) of the importance of booking your **annual review**. This gives the nurses the opportunity to check things such as your height, weight and blood pressure and provide you with advice, as well as making sure that your blood test results are up to date.

It also gives the GP's the opportunity, where necessary, to check that your medication is right for you, and that the amount you are taking is the best for your health.

If you have received an invite for your Review appointment, please make sure that you contact the practice to organise a suitable time. Our receptionists and nursing staff will be happy to advise you about the right member of staff to see and to organise all of the relevant tests.

Looking after your Health in the New Year

As well as our practice staff being here to help and advise you, there are a number of other sources of support in the community who are available to contact. A few of the services which may be of particular interest as we start the New Year are:

- Smokefree—get free stop smoking support with Quit kits, an App, text or face to face support - <https://quitnow.smokefree.nhs.uk/>
- Change4Life—great tips, vouchers, apps, and more to improve the health of you and your family—
<http://www.nhs.uk/change4life/Pages/change-for-life.aspx>
- Carers UK—help and advice for carers with links to local services—
<http://www.carersuk.org/>
- Drinkaware—support and advice regarding alcohol—<https://www.drinkaware.co.uk/>
- Mind—guides to support and services, tips for everyday living and much more for people living with, or supporting someone with a mental health problem—
<http://www.mind.org.uk/information-support/>
- Many other organisations are available via with practice website at
http://www.dunelmmedicalpractice.co.uk/health_links.htm



**When it's less urgent
than 999**





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You Said

Make more appointments available

We Did

Increased online appointment availability, employed a Nurse Practitioner, increased patient awareness of Did Not Attend appointment numbers

You Said

Improve premises

We Did

Major refurbishment at Bearpark site with intended future developments at Gilesgate and Framwellgate Moor.

Friends and Family Test

We publish the results of our Friends and Family Survey every month to highlight what patients think about the practice and services we offer. This is a great way for patients to give voice to their opinions and, as a practice, we study the comments carefully in order to guide our future development.

Your comments provide us with a valuable insight into how we are doing, and so we encourage all of our patients to take the time to fill out the survey. You can complete the survey, anonymously, in the following ways:

- Using the electronic kiosk at your branch
- Filling in the anonymous cards/questionnaires in your branch and posting these in the box at reception
- Accessing the survey via the practice website
- Via SystemOnline (where you can order prescriptions and book appointments online or using the App)

Electronic Prescribing

The practice uses the Electronic Prescription Service (EPS) which means that when you are prescribed medication it can be sent to the chemist electronically without the need for you to take a signed prescription. If you wish to use this service please remember to sign up by letting a receptionist know about the chemist you would prefer to use for this service.



Booking Appointments and ordering prescriptions ONLINE

If you wish to book appointments or order your Repeat Prescriptions online using your PC, or using an App via your smartphone or tablet, you can sign up at reception for SystemOnline. We will need to see some identification, but once you have access it allows you to book appointments and repeat prescriptions on the move or wherever you have access to the internet. Sign up today.

