



# Dunelm Medical Practice

## Practice Newsletter July 2015

Bearpark

Framwellgate Moor

Gilesgate

### Welcome to the Dunelm Medical Practice Newsletter for July 2015

**You Said**

Improve customer service

**We Did**

All receptionists completing  
Chambers of Commerce  
Customer Service qualification

**You Said**

Refurbish and modernise branches

**We Did**

Major refurbishment works carried out at Bearpark with work at Gilesgate and Framwellgate Moor ongoing

### Extended Hours Access

We would like to remind patients that extended hours access is available at all three branches.

- At **Gilesgate** appointments can be booked between 6.30pm and 8.30pm on a Monday.
- At **Bearpark** appointments can be booked between 6.30pm and 8.30pm on a Tuesday
- At **Framwellgate Moor** appointments can be booked on a Saturday between 8.00am and 1.00pm.

### Practice Pharmacist

We have welcomed a new practice pharmacist to Dunelm Medical Practice. Marie Sayer is a qualified independent prescriber and an experienced pharmacist who can review medications with patients, as well as working with you to ensure that the medication you are taking is the best and most effective for you.

### New Administrative Staff

We have also recently welcomed a new Reception Team Leader, Ria Boulton, to our Bearpark reception staff as well as a new member to the Secretarial team, Katie Pigford. The Secretarial team work behind the scenes to make sure that all runs smoothly if you are referred by one of the GP's to another service or have any other administrative requests.

### Counselling Services

Durham Counselling and Training Cooperative (DCTC) provide a range of talking therapies to all patients registered at all three of our sites over eighteen years of age.

The services provide an opportunity for patients who feel they would benefit from exploring areas of concern in their lives with a counsellor. These may include: family, marital, relationship or work difficulties; anxiety, stress, depression, grief/loss or abuse issues.

Initial contact follows a referral from the Doctor, GP Registrar or a member of the nursing team. Appointments will be available on a Tuesday, Thursday and Friday.

### Friends and Family Test

We always welcome your feedback on how the practice is performing and would like to take this opportunity to remind you that you can give your opinion using the Friends and Family Test. There are several ways to complete the test—you can use the electronic kiosk at any of the branches, fill in the questionnaire card and post this into the box at your branch, or complete the questionnaire online. Ask our receptionists if you have any questions.