



Dunelm Medical Practice

Newsletter October 2015

Bearpark

Framwellgate Moor

Gilesgate

Welcome to the Dunelm Medical Practice Newsletter for October 2015

You Said

Have extra information available upon registration.

We Did

Redesigned the new patient registration pack for Adults and Children.

You Said

More appointments, longer opening.

We Did

Extended hours at all three branches providing more appointments at convenient times.

Friends and Family Test

The Practice would like to remind patients how much we value your opinion and try to provide as many ways as possible for you to let us know what you think. The Friends and Family test is a quick and easy way to provide your opinion and is available in different formats. Each branch of the practice has paper questionnaires that you can fill in and leave in the box anonymously. You can also use the blue electronic kiosks which are in the reception area of each site. If you use the online service to order your repeat prescriptions and book appointments, there is a link in the Questionnaires section which allows you to complete the form. Finally, you can complete an online Web Survey on our website at:

www.dunelmmedicalpractice.co.uk/friends_and_family.htm

The results and comments are shared throughout the practice with all staff and are used to help us develop better ways of working. Please take the time to fill in a Family and Friends survey the next time you are in the practice or online.

Patient Forum

As well as the Friends and Family Test, we run a Patient forum which offers all patients the opportunity to contribute to the development of the practice. The Group meets once every two /three months to discuss various topics as well as having occasional guest speakers.

As well as members who attend the meetings, we also offer virtual membership for those who wish to be involved but cannot physically attend the meetings.

If you are interested in joining the Patient Forum please contact the surgery directly or fill in the form on our website at:

www.dunelmmedicalpractice.co.uk/ppg.htm

Flu Injections

If you have been invited by the practice to have a flu injection this year and have not yet had one, please note that there is still time to book an appointment. Clinics have been scheduled for Saturdays to make it easier for you to attend. Call your branch to book your appointment and make sure you are protected this winter.



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systemonline
BOOK REQUEST REGISTER

Did you know that you can order your prescriptions and book appointments online or by using a mobile phone app?

You can register for this service by asking at reception. You will require some proof of identification—for example a passport, driving licence or utility bill and then the receptionist will issue you with the a User name and Password.

The system is easy to log onto and simple to use and allows you to book selected appointments at any time of the day. It also provides the ease and convenience of being able to order your repeat prescriptions without having to drop a request slip in to the practice.

Register today to start enjoying the benefits

Illness? Injury?
Ask yourself is it a real emergency?



Self care

Many illnesses and injuries can be treated at home
Ensure you are well stocked with: Paracetamol, Anti-diarrhoeal medicine, Rehydration mixture, Indigestion remedy, Plasters and thermometer

Pharmacist

For confidential medical help and advice
To find your local pharmacy visit www.askyourself.org.uk

GP Surgery

For non life threatening minor illnesses and injuries
To find your local GP surgery visit: www.askyourself.org.uk

Call 111

Need urgent medical treatment but it is not life threatening?
Unsure where to go? GP surgery not open? Can't get an appointment?

For confidential health service advice & information call 111, available 24 hours a day. They will direct you to the best place to get treatment, including:
- GP Out of Hours
- Minor Injury Service/Urgent Care Centre
- Minor Emergencies

A&E




For LIFE THREATENING EMERGENCIES only
Kettering General Hospital, NN16 9UZ
Northampton General Hospital, NN1 5BD



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



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