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# Sele News

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**GPs: Drs Gold, Frankel, Coady, Lewis, Dovey and Spiers**  
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March 2024 [www.selemedicalpractice.co.uk](http://www.selemedicalpractice.co.uk)

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## **National screening programmes**

Every month we collate the numbers of patients who have not returned their Bowel screening kits.

The average number not returned each month is around a dozen, with men making up around 75% of those non-responders.

If your partner receives a kit, please encourage them to take the test and return the kit.

## **Breast Screening**

The breast screening unit will be coming to Hexham in the summer for its three-yearly visit. Please make an appointment when your invitation arrives.

## **Reason for Appointment**

Our receptionists are required by the GPs to ask patients seeking an urgent appointment why they need to be seen. Often patients simply state that it's for 'personal reasons'.

This isn't helpful for the receptionists who are required to include some information for the clinician.

The receptionists make no judgment, have heard every reason under the sun, and may be able to direct patients to other clinicians who may be able to provide help more quickly and appropriately.

## **Zero Tolerance**

Sadly, we have noticed a recent increase in the abuse suffered by our staff. This has come face to face and over the phone. We have also received abusive emails.

Our staff are following processes and procedures determined by the GP partners, which are put in place for patient safety.

We are aware that navigating healthcare systems can be difficult and sometimes frustrating, but we are happy to explain our procedures and pathways if given

the chance to do so. We are also aware that patients can be ill or anxious and make allowances for that, but none of our staff should be upset by interactions with patients.

We therefore ask that you treat our staff with courtesy and respect as they try their best to help.

### **Medical Students**

We will be hosting final year students over the next couple of months. All students are closely supervised by one or more of our regular GPs.

### **Card Reader**

The surgery is now able to accept payment via card for chargeable services such as travel clinic and insurance medicals/reports.

### **Our Practice Team**

Our patient feedback group suggested an update on the GPs at the practice in the newsletter.

Dr Janet Gold

Dr Gold is our senior partner. She is a GP trainer and is interested in women's health and diabetes management.

Dr Ben Frankel

Dr Frankel is a full time GP partner and has an interest in palliative care, minor surgery, and performs vasectomies at the practice. He also teaches medical students.

Dr Andrea Coady

Dr Coady is a partner in the practice. She has worked at the practice since December 2014. She is able to fit coils and offer full contraceptive services.

Dr Kate Lewis

Dr Lewis is a partner at the practice. She has worked at the practice since January 2015. She is able to fit implants and also teaches medical students.

Dr Rhiannon Dovey

Dr Dovey is a partner in the practice. She has worked at the practice since April 2023. She is interested in dermatology and is the cancer lead for the practice.

Dr Jonathan Spiers

Dr Spiers is a salaried GP. He has worked at the practice since April 2023.

Dr Rachel Mayne

Dr Mayne is our current registrar at the practice.

### **A Final thought:**

“Wherever there is a human being, there is an opportunity for kindness.”

— Seneca