



## Dawley Medical Matters Newsletter – Winter 2022

### Practice News

As 2022 draws to a close, it will come as no surprise to learn that this year has been one of the most challenging on record for the NHS and Dawley Medical Practice has not been immune from the pressures. Staff shortages as well as a lack of GPs mean practices have to look at different ways of providing service to patients and making the best use of available resources. Dawley Medical is pleased to welcome Dr Andrew Harwood to the team. Dr Harwood joins Dr Bufton, Dr Murphy and Dr Lovett as GP partners. Dr Davies is still with the practice working part time. Dawley Medical also welcomes Dr Oluchi Ashiegbu as a long term locum covering Dr Lovett who is currently on maternity leave. In addition the in-house pharmacy team has increased - four pharmacists (working across three practices) have joined Surinder Kumar the practice's prescribing Pharmacist. The pharmacy team carries out medication reviews and deals with medication relating to hospital discharges. New members of staff have been recruited to work in admin and reception and the practice now has a mental health practitioner and two social prescribers as well as a first-contact physiotherapist (all working across three practices) On a sad note Dawley Medical will be saying goodbye to Sister Deb Hugh in the New Year – she is retiring after more than 33 years' service and will be much missed.

### Winter Support Service



Are you vulnerable or likely to be at risk over the winter months? More help is available thanks to the Winter Support Service which is up and running for the third year in a row. The service is run by Shropshire Council in partnership with voluntary groups such as Age UK, the British Red Cross and The Royal Voluntary Service. The aim of the scheme is to help residents stay well and independent within their own home. Help on offer includes things like collecting and delivering medications, shopping and delivery, wellbeing home visits as well as cost of living advice and support. To find out more just call the Winter Support Service helpline on **0345 678 9012**  
The phone line is open Monday to Friday 9.00am – 5.00pm

### Christmas is coming!

A reminder to patients to make sure medication is ordered in time to cover the Christmas & New Year holidays.

Prescriptions can be ordered by ringing the POD (prescription ordering direct) on **01952 580350** or by email on [tw.pod@nhs.net](mailto:tw.pod@nhs.net)

Please allow 72 hours (three working days) for the script to be signed and sent to your nominated pharmacy. If you use an online pharmacy, please bear in mind your medication may take longer than usual to come through the post over the holiday period and this year there is also the possibility of postal strikes! Medication can also be ordered online by signing up for Patient Access or the NHS App. More information is available on the practice website [www.dawleymedicalpractice.co.uk](http://www.dawleymedicalpractice.co.uk)

### Christmas Closures

The practice will be closed for the Christmas & New Year holiday as follows:-

The surgery will shut at 6.00pm on Friday 23<sup>rd</sup> December 2022 and re-

open on

**WEDNESDAY**

28<sup>th</sup> December 2022 at 8.00am

The surgery will be shut for New Year on

Monday 2<sup>nd</sup> January 2023 and re-open on

**TUESDAY**

3<sup>rd</sup> January 2023 at 8.00am

Patients needing urgent care can contact 111 or 999 (in an emergency)

A pharmacy may be able to help with minor ailments.

## **Why does the receptionist quiz me when I phone the surgery?**

Contrary to a common myth it isn't because the receptionist is being nosy! The GPs have instructed all staff to ask certain questions so that patients can be signposted to the correct clinician and receive the most appropriate healthcare.

At the start of a call, patients are asked to give their date of birth confirm their name, first line of address and contact numbers – this is to check records are up to date and staff are talking to the correct patient (at Dawley there are multiple patients with the same name!)

Patients wanting an appointment will be asked for brief details to check the most appropriate destination – for example coil checks, diabetic and blood pressure checks are better dealt with by the nursing team.

Patients may also be asked how long the problem has been going on, whether they have taken over the counter meds or if they have a temperature. It is important to remember these questions have been set by the GPs. All staff at Dawley Medical Practice are required to sign a confidentiality agreement - admin staff sign the same agreement as the clinical staff so anything a patient tells a receptionist has the same level of protection.

According to the GPs guidelines patients can be signposted to other services e.g a pharmacy or a social prescriber. There are actually over 20 places a patient can be signposted to ensure they are seen by the right person in the quickest time possible. If the caller is ringing on behalf of a patient they will be asked if they have permission to speak for them.

## **Extended Access**

**Need an evening or weekend appointment?**

Extended Access slots can be booked by ringing reception on 01952 630500 during normal opening hours.

Appointments will be a mix of face-to face, telephone and video and will be carried out by GPs, nurses, pharmacists and other healthcare professionals across the Primary Care Network.

Dawley Medical Practice offers evening appointments every Tuesday between 6.30 – 8.00pm and one Sunday a month.

## **Is your child vaccinated?**

Only 20 per cent of 2 to 3 year olds at Dawley Medical Practice have had the flu vaccine this season. Extra sessions are being arranged for Sunday 11<sup>th</sup> December 2022 and Sunday 8<sup>th</sup> January 2023 to try and get more youngsters protected.

The statistics aren't much better for the adults! Less than half of Dawley Medical's patients aged over 50 have taken up the invitation so far. This is in line with national trends which show a generally low uptake. The jab is advised for anyone suffering from respiratory problems or who has a long term condition like diabetes, a history of stroke or a weak immune system. Eligible Dawley patients in local nursing homes and the housebound have all been vaccinated. Eligible patients can still book into a clinic by telephoning reception. Clinics are held on Tuesday evenings and extra sessions are being arranged for Sunday 11<sup>th</sup> December 2022 and 8<sup>th</sup> January 2023

## **Blood Results**



**Waiting for results of a blood test?**

A reminder - the practice will NOT routinely ring you if the result is normal. This is because the practice receives hundreds of results each day and priority is given to those that need further action.

Results can be checked by ringing the main reception number and selecting option 5 between 2.00pm – 4.00pm Monday to Friday.

And some advice from the clinical team taking the bloods – please make sure you drink plenty before coming for your appointment! Being well hydrated means it will be easier to get the sample! The recommendation is 2 – 3 pints of water!

## **Finally!**



Merry Christmas and a Happy and Healthy New Year from everyone at Dawley Medical Practice