



Dawley Medical Matters Newsletter – Autumn 2020

Message from the Partners

Firstly, thank you to everyone who has supported Dawley Medical, in what can only be described as one of the most challenging years on record. The COVID pandemic has forced the practice to make several changes to the way the surgery is run and we thank everyone for their continued co-operation and understanding. Moving forward, we are delighted to announce that the former dental area in the building is now being converted to allow more space for our expanding clinical team. We are currently recruiting further GPs, and have already taken on Urgent Care Practitioner Louise Coleman. Our clinical pharmacist Surinder Kumar is now fulltime. In addition, we are now in a new Primary Care Network (Wrekin PCN) which has provided us with access to a physiotherapist, and more clinical pharmacist support. The reception team will be able to direct you to these clinical staff as appropriate
Dr H Bufton, Dr J Davies, Dr N Murphy

Telephone Contact

The number for Dawley
Medical Practice is

01952 630500

Callers are offered the choice
of FIVE options

Option 1 is to cancel an
appointment.

Option 2 is for general
enquiries, to book
appointments or to order a sick
note.

Option 3 is for queries about
hospital referrals or insurance
reports.

Option 4 is for prescription
queries (the number for the
ORDERING line is 01952
580350

Option 5 is for test results

Please note that all calls are
recorded.

Blood Tests

The routine blood tests
previously done by a
phlebotomist from the
hospital are no longer
carried out at the practice.
This change is due to Covid,
and affects all practices
across Shropshire.

There are now four locations
where bloods are being
taken which includes a hub
in the grounds of the
Princess Royal Hospital.
If the doctor wants you to
have a blood test, a blood
form will be prepared, which
you will need to take to your
appointment. Appointments
are made by ringing the
central booking office on
01743 492510

Note: Patients, who require
regular monitoring because
of the medication they are
taking, may still be able to
have bloods taken at the
practice. Please ask
reception for more details.
The Community Phlebotomy
Service will still visit patients
who are housebound.

Flu Injections



The practice is now taking
bookings for the annual flu
injection and demand is expected
to be heavier than usual this year
because of the Covid pandemic.

Vaccination will be by timed
appointment only and patients'
wanting to book should call
reception on 01952 630500

Patients attending the surgery
are asked to wear a face covering
and use the hand sanitiser in
reception.

Ethnicity

Patients contacting the surgery
may be asked about their
ethnicity. This is a new
requirement from the NHS and is
in response to the current
pandemic. This information is
now required as some ethnic
groups are at greater risk of
illnesses like Covid.

Ordering Medication

You may have noticed that the red prescription box has been removed from the foyer of the practice. The partners took the decision as part of the measures introduced to manage the risks associated with Covid 19 (some strains of the virus can live on paper for up to five days). Medication should be ordered by ringing the Prescription Ordering Service Direct (POD)

The number for the POD is
01952 580350

The POD is open between 8.00am and 6.00pm Monday to Friday and there are 18 members of staff on duty at all time to process calls.

The busiest time is Monday morning between 8.00am and 11.00am so try and ring outside these times if possible.

Requests can be made up to 7 days before a prescription is due. Please allow **72** working hours to process your request.

As a way of cutting down on unnecessary visits to the surgery, patients are also being asked to nominate a pharmacy for the signed prescription to be sent to. This can be any pharmacy near where you live, work or shop.

Alternatively prescriptions can be ordered online through Patient Access.

For more information or to register, please go the practice website at

www.dawleymedicalpractice.co.uk

Merger with Loomer Medical

The merger with Loomer Medical (originally planned for April this year) was delayed to the Covid pandemic.

Work is now ongoing and is due to be completed in April 2021.

Welcome.....

to Jack Roberts who is now providing an 'in house' physiotherapy service at Dawley Medical. Jack will be in the practice every Tuesday from 8am to 6.30pm offering physio advice to adult patients. He will initially offer telephone appointments to assess and advise and there will be face-to-face appointments for patients that need to be seen. He can deal with ongoing joint and muscle pains, reviews of joint x-rays and scans where patients need to discuss the results.

Medication Reviews

Medication reviews are now being carried out by Dawley Medical Practice's Clinical Pharmacist. Mr Surinder Kumar is at the surgery full time and has been brought in by the Partners to deal with all queries relating to medication. In addition to being able to prescribe, he is carrying out asthma & COPD checks as well as blood pressure monitoring. Patients needing a medication review will get a reminder on the right hand side of their prescription. Alternatively, patients ringing up the POD to order medication will be advised when a review or blood tests are due.

Up to date?

Have we got your up to date contact details? If you change your address or phone number, please don't forget to let the practice know. Not having current details causes problems if we need to contact you urgently.

Patient Survey

Many thanks to everyone who took part in the recent Patient Survey.

The good news is that the practice has improved in every category compared with last year.

The results have been published on the practice website and can be viewed by logging on to

www.dawleymedicalpractice.co.uk

17,650

That's how many patient consultations have been carried out at Dawley Medical Practice in the last six months. Of these 270 were video calls and 1,125 were face to face consultations. Since the Covid lockdown in March, the Partners have introduced new measures to protect staff and patients. These include: wearing PPE, screens in reception, wipeable chairs in reception, a one way system and asking all patients and visitors to wear a face mask (if they are able). Initial patient contact is now by telephone triage. Patients who are then clinically assessed as 'need to be seen' are given staggered appointments in practice to avoid congestion. Risk assessments were also carried out in the practice at the start of Covid and again in July. Some clinical and admin staff were identified to be at personal risk from Covid, and were not able to have face to face contact with patients. However, apart from sickness (some staff tested positive for Covid) everyone has continued to work, either at home, or by doing telephone or video consultations. Many staff have also worked overtime to ensure adequate cover.