



Dawley Medical Matters

Message from Patrick Spreadbury - Chair of the Patient Forum

Dawley Medical is the first practice in Telford & Wrekin to join a new initiative aimed at improving patient experience and access to GP and other clinical appointments. A working group has been set up under the NHS England Time 4 Care programme which includes the Practice Manager, Reception Lead, a GP and myself as chair of the PF. It will run for 18 weeks and we are looking closely at how patients contact the practice (whether by phone, email or via 111), how the enquiries are triaged and the resulting type of interaction (for example appointments, text message or telephone calls. Changes will not happen overnight but the differing needs and expectations of different groups of patients will be considered at all stages. Patients as well as staff will be asked for their opinion on specific issues either online or by hard copy surveys. Progress reports will also be published on the website, in the newsletter and on the notice boards in reception.

20th Anniversary!

Congratulations to senior partner Dr Bufton who recently celebrated 20 years with Dawley Medical Practice. To mark the occasion a cherry tree has been planted in the staff car park and a plaque put up.

Phone Outage

Apologies to anyone who tried to get through to the practice earlier this month but got a continual engaged tone. Unfortunately this was down to a BT fault which affected local businesses as well as Dawley Medical Practice. It took several hours to correct the problem although the practice was able to post regular updates on the surgery's website

www.dawleymedicalpractice.co.uk

Cancer Care

DMP is working with Macmillan to improve cancer care. A Macmillan nurse will be in the surgery every Monday and Wednesday morning seeing patients 6-12 months after diagnosis.

There will then be a review with a GP the following day. The nurse will also work closely with the practice's social prescribers to provide social & psychological support for patients as well as their families.

**MACMILLAN
CANCER SUPPORT**

Patient Forum

After nearly two years without a face to face meeting, the patient forum finally got together in March. The group were pleased to welcome several new members and it was agreed going forward meetings would be held every couple of months with a mixture of lunchtime and evening sessions. The role of the Forum is to provide feedback on the services offered by the practice. If you are interested in having your say, please contact reception.

Non NHS Work



A reminder that your GP is not **obliged** to carry out anything that is considered non-NHS work. As a general rule anything that doesn't come under the NHS umbrella is treated as private and the GP is entitled to charge. A list of the recommended fees is available on reception. This includes things like holiday cancellation or insurance forms, To Whom It May Concern Letters or support letters for Blue Badge Applications. Patients often ask for support letters for PIP applications or for DVLA issues. However if medical information is needed, the relevant agency will write to the GP asking for a report. Any fees that are due are expected to be paid in advance in cash. Doctors will not sign passport application forms or forms for Power of Attorney. When the GP signs a form they can only sign what he/she knows to be true. An inaccurate report can have serious consequences for the GP so there is no such thing as a 'quick signature'. Please bear in mind it can take a minimum of 30 days to complete a request. This is because the GP may have to go through the patient's paper file as well as the computer records. This can be very time consuming and has to be done in addition to the GPs usual duties.

Bank Holidays

A reminder that the practice will be closed for the following Bank Holidays:-

Friday 15th April
(Good Friday)

Monday 18th April
(Easter Monday)

Monday 2nd May
(May Day)

Thursday 2nd June
Friday 3rd June
(Queen's Jubilee)

Please make sure medication is ordered in time to cover when the practice is shut. Patients needing Urgent Care over the holidays can contact extended access on

03300 536 456,
111 or
999

in an emergency.

Alternatively, local pharmacies may be able to help with minor ailments

Health Hub

Need to do your height and weight? The former children's play area in reception has been turned into a health hub. The hub contains the height and weight machine as well as a blood pressure monitor and information leaflets.

Signposting



When you ring Dawley Medical Practice for an appointment you may be asked the reason for your call. It's important to remember the receptionist is not being nosy but acting on the GPs instructions to try and signpost patients to the most effective service or person for their problem. The doctors have drawn up a 'reception bible' for staff to use. The bible contains a large amount of information for signposting patients on the options available for their care and is being constantly updated. For example an eye problem is better dealt with by an optician or a tooth problem, a dentist. Most local pharmacies offer a minor ailments service which covers problems like bites and stings, constipation or sore throat amongst many other things. Within the practice there is also a range of healthcare professionals who all have different skills to offer. The practice is increasing the clinical pharmacy team as well as bringing in another nurse associate. Work is still underway to recruit a replacement physiotherapist. To find out about the wider team and what they can offer, there is a guide on the practice website

www.dawleymedicalpractice.co.uk