



Dawley Medical Matters Newsletter – Spring 2021

Practice News

Over the past few weeks the partners at Dawley Medical Practice have been pleased to welcome several new members to the team, both on the clinical side as well as admin. Dr Oke Nwanneka started at the beginning of May and will be working Tuesday, Wednesdays and Fridays. Dr Davies is back in the practice working four sessions. On the nursing side, the practice said 'goodbye' to Sister Sandra Goulding who has retired after 44 years' service with the NHS. Sister Blodwen McKinnell has joined the team and will be working Wednesday, Thursday and Friday. Blodwen is joined by new Health Care Assistant Sam Garbett who recently started work at the surgery. The practice has also welcomed two part-time practice nurses. Michelle and Liz will be covering for Sister Bev Tanner for the next year while she is undergoing advanced nurse training. Two new pharmacists have also joined the practice. These new appointments mean that the practice will have at least two pharmacists working in Dawley every day. The pharmacy team will be dealing with general medication reviews as well as disease monitoring and care home patients.

The admin team has also been boosted by the recruitment of two new apprentices in reception and a new member of staff in the admin office on the Kick Start Programme.

8,000

Looking back over the last year dealing with COVID, that's how many Face to Face consultations the practice has carried out. That averages 32 F2F appointments every working day. The starting point for all appointments is a call to reception who will book a telephone slot. Calls are triaged by the clinical team and patients who need to be seen face to face are invited to attend the practice subject to the usual COVID precautions (wearing a mask and social distancing). Comments have been made that the surgery isn't busy as the waiting room is empty! It is worth pointing out that social distancing rules mean that only six people are allowed in at any one time and the workload is being carefully managed to facilitate this.

COVID JABS



Nearly 4,000 thousand patients at Dawley Medical Practice have now had both their COVID injections while nearly 1800 patients have had the first vaccination and are being booked for the second. Special vaccination clinics are being organised and all patients are asked to make sure they attend their appointment or cancel so that the slot can be offered to someone else to avoid wasting the vaccine. The practice is contacting patients to book appointments so please make sure we have your up to date contact details.

Your Practice Needs You!

Got something to say about Dawley Medical Practice?

If the answer is 'yes', then why not join the Patient Participation Group?

The group usually meet four times a year at the surgery but haven't been able to recently because of the COVID pandemic. However virtual meetings are being held with the next one scheduled for late June. The role of the PPG is to provide feedback on the services that are offered by the practice and are a valuable asset in allowing the opinions of the patient body to be heard. Anyone interested should contact the practice in the first instance.

Blood Tests

Due to the COVID arrangements in force, routine blood tests are still not being carried out at the practice. If the doctor wants you to have a blood test, the form will be sent by email to the booking office. Patients are then asked to call the following day to book an appointment. The number to ring is **01743 492510**

The nearest hub to Dawley Medical Practice is in the grounds of the Princess Royal Hospital. Appointments are timed and all patients are asked to wear a face mask (unless exempt). The Community Phlebotomy Service will still visit patients who are housebound.

Are you a military veteran?



If you have ever served in the British Armed Forces, make sure you let us know! If you are a veteran of the army, navy or air force your record will be coded. There are many ways the practice can support veterans and their families.

Social Prescriber

Do you feel you need some extra support?

Dawley Medical Practice has access to a social prescriber who visits the surgery regularly. The social prescriber is able to offer help to anyone aged between 18 and 55. The service is open to anyone who is lonely or socially isolated or has a long term condition or mental health needs. Support can also be offered to carers or to patients who have wider issues such as debt, housing problems or relationship issues. If you feel you could benefit from talking to the social prescriber, please contact reception who will pass on your details.

Prescriptions

A reminder that repeat medication should be ordered through the Prescription Ordering Direct service. The number for the POD is **01952 580350**

The service can also be contacted by email on tw.pod@nhs.net

Requests can be made up to 7 days before a prescription is due and patients should allow 72 working hours for scripts to be signed and sent to their nominated pharmacy.

The busiest time for calls to the POD is between 8.00am and 11.00am on Monday morning, so it's best to try and ring outside these times if possible.

Medication can also be ordered online via Patient Access. For more info go to the practice website

www.dawleymedicalpractice.co.uk

Bank Holiday

The practice will be closed for Bank Holidays on Monday 31st May & Monday 30th August 2021. While the practice is closed, patients needing urgent care can contact extended access on 03300536456, 111 or 999 (in an emergency). For minor ailments a local pharmacy may also be able to help.