

**Dawley Medical Matters**

**Newsletter – Spring 2023**

**Hello and goodbye!**

**Dawley Medical Practice is looking forward to welcoming a new GP to the practice! Dr Megan Bevis will be starting at the beginning of June working three days a week. Dr Bevis who joins us from Knockin Medical Practice did part of her post-graduate training here in Dawley around six years ago. She has also worked in anaesthetics, paediatrics and ITU. Also joining the clinical team is Urgent Care Practitioner David Grantham. David is a very experienced paramedic and will be working three days a week. Advanced Nurse Practitioner Patsy Clifton has also started at the practice – Patsy will be running Women’s Health Clinics as well as dealing with minor surgery and urgent care. Meanwhile Dr Davies has decided he will be further reducing his time at the practice. He has however agreed to cover holidays and other absences.**

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**A reminder that there is an extra Bank Holiday this May for King Charles III’s Coronation**

**Over the next few weeks, the practice will be closed as follows: -**

**Monday 1st May (Mayday)**

**Monday 8th May (Coronation)**

**Monday 29th May (Spring Bank Holiday)**

**Patients needing urgent care can contact 111 or in an emergency 999.**

**A local pharmacy can also help with minor ailments. Log onto**

[**www.dawleymedicalpractice.co.uk**](http://www.dawleymedicalpractice.co.uk)

**and follow the pharmacy link for opening times.**

**Phone consults**

**If you are waiting for a phone consultation, please make sure you are ready to take the call! Slots are either morning or afternoon and if the clinician can’t get hold of you, you may be asked to rebook.**

**Enhanced Access**

**If you find it difficult to attend the surgery during the usual opening hours, don’t forget there is always the option of booking an enhanced access appointment!**

**Dawley Medical Practice offers late night clinics on a Tuesday evening as well as one Sunday a month. Appointments on other days are available at neighbouring practices. Ask at reception for more details.**

**Please let us know if you can’t make the appointment. Most of the slots in these clinics are face-to-face but unfortunately, there is a high rate of non-attendance.**

**Are you aged 70 to 79?**

**Don’t forget to take advantage of the shingles vaccine!**

**Shingles is a common but nasty painful skin disease. It’s a one-off injection and can be given at any time of the year. For more information, check out**

**www.nhs.uk/conditions/vaccinations**

**Appointments Up!**

**More appointments are being offered in general practice!**

**According to figures released by the British Medical Association (BMA) in January 2023, 26.8 million appointments were booked, an increase of 9 % on the previous month. The upward trend is reflected here too – in January 2023, 2450 appointments were offered compared to 1997 in January 2022. The starting point for all contact at Dawley is a telephone consultation with a clinician. A brief history will be taken and patients who need to be seen face-to-face will be invited into the surgery.**

**A reminder that not everything needs to be seen by a GP. As well as the GPs & nursing staff the Dawley practice team includes Urgent Care Practitioners, a Physiotherapist, Advanced Nurse Practitioners and a team of Clinical Pharmacists. A mental health nurse and social**

**prescribers also visit the surgery regularly.**

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**A reminder that the practice has a zero-tolerance policy to ALL incidents of all violence and aggression.**

**Shouting, swearing or being abusive to members of staff will not be tolerated under any circumstances. Patients who are abusive may be asked to leave the building and may be removed from the practice list.**

**Sadly, these incidents are all too common in today’s NHS and it isn’t just general practice that is affected. Unfortunately, it is this sort of behaviour that makes recruitment and staff retention such a problem right across the health service and makes working in the NHS so challenging.**

**Staff on reception seem to bear the brunt of the abuse and it is worth remembering that they**

**are not setting out to be difficult but are always acting on the instructions of the GPs. The aim of all staff is to help everyone visiting the surgery.**

**572**

**That’s how many prescriptions were signed at the Practice on Wednesday 5th April! Hundreds of requests are received each day which is why patients are asked to allow three working days for scripts to be signed and sent to their nominated pharmacy. Medication can be ordered up to seven days before it is due unless there are special circumstances such as going on holiday. Please make sure you let us know the reason for an early request!**

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**Moving home?**

**Don’t forget to let us know as well as anywhere else you are receiving care!**

**If you move out of the area you may be asked to register with a new GP.**  **Boundaries, or catchment areas for Practices are set with local commissioning groups and managed by Primary Care Support England (PCSE). Regular checks are carried out to ensure that patients are within practice boundaries. Why does it matter you may ask?**  **Patient care often involves associated teams such as health visitors and district nurses. These services are regional and linked to GP Practices within that region, therefore, if you are registered outside the Practice catchment area you may not be able to access those services.**

**Check out the catchment area for Dawley Medical Practice by logging onto the practice website**

[**www.dawleymedicalpractice**](http://www.dawleymedicalpractice)**.co.uk**

**Social Prescribing**

**Are you lonely or isolated? Have a long-term condition or mental health needs?**

**Dawley Medical Practice’s social prescribers may be able to help. The social prescribers can be contacted via reception and are available to help anyone aged between 18 and 55. They can also deal with wider issues such as debt, housing problems or relationship issues.**

**Masks**

**A reminder that face coverings should ALWAYS be worn in a health care setting unless there is a medical exemption. The partners strongly recommend all patients follow this advice to minimise the risks of coronavirus. Unfortunately, the virus hasn’t gone away and is still regularly affecting staff at Dawley Medical Practice. Any member of staff testing positive for Covid must isolate for six days.**

**Patient Forum**

**Do you want to be actively involved in the future shape of Dawley Medical Practice?**

 **Do you want to help us improve the services for patients ?**

 **Do you want to help us be a channel of communication between the Practice, the patients and local community?**

**If YOU answered YES to any of the above questions, please become a member of the Patient Forum (PF). We are looking to recruit patient members of all ages (18+) and ethnicities to act as critical friends to the Practice. We are enthusiastic about helping to improve the services for health and wellbeing for patients at the Practice.**

**If you are interested in becoming a member, then please look at the PF Notice board in Reception or ask at Reception for further details or you can e-mail the PF Chair on:** **dawleyppg@gmail.com**