

Practice

Newsletter

DENTON MEDICAL PRACTICE

100 Ashton Road Denton M34 3JE

Issue 02

February 2012

SECOND NEWSLETTER

We are delighted to bring you our second practice newsletter which we hope you will enjoy reading. We anticipate that this will continue to be a good way of informing you of the developments at the Practice and seeking your feedback on different issues. We would be happy to receive any suggestions you have on what you would like to see included in future editions. Please write at our email address.



www.dentonmedical.co.uk

suggestions@dentonmedical.co.uk

PRACTICE WEBSITE

Use this medium as an effective tool. You can request repeat medication and book online appointments using Emis Access. You will need to create an account first - please ask at reception about how to do this. New patient forms can be accessed and downloaded at the website and also self certified sick note form. Please visit the website online for the latest news and also join us on facebook.

STAFF NEWS

We all welcome our new team members - ST2 trainee Pirzada Anwer who joined the Practice in February 2012 for a period of six months - FY2 trainee Suzanne Lawson who joined the Practice in December 2011 for a period of four months. They have replaced trainee doctors Shazia Ali and Chris Hodgson who left recently after successfully completing their GP training at the Practice. Doctor Jane Wareing continues to work with the team as a locum GP on Friday. Our regular GP's - Doctors Kate Hebden and Helen Perkins are both back from their maternity leave.

WASTED APPOINTMENTS

Please make sure you notify us in good time if you are unable to attend. This appointment can be offered to another patient who is in need of it. Patients are reminded of their scheduled appointment by an automated text message sent to their mobile phone. Please also update your existing mobile phone number on our record. On average more than 85 patients miss their appointments at the Practice per month. Remember to attend or to cancel your appointment.

OBESITY

Being overweight increases the risk of getting diabetes and also puts the person at risk of having high blood pressure and associated risks of heart attack and stroke. Eating a healthy low calorie diet together with moderate regular exercise will help in weight reduction. We are there to help patients with health advice including how to lose weight.

QUIT SMOKING

Smoking increases risk of several diseases including cancer, heart disease and respiratory problems. Quitting smoking can rapidly improve health and well-being as well as reducing risk of future disease. It is never too late to stop and you will notice the difference very quickly! We offer support to help you give up smoking - including advice, nicotine replacement patches and medication. If you are interested in quitting, please make an appointment with our health care assistant - Julie, who will be pleased to discuss this with you.

Contributor – Dr Abdul Majid

APPOINTMENT SYSTEM

We continue to offer an improved appointment system. Patients requiring an urgent appointment on the same day will be able to ring before 10:00am. If your call is non-urgent, please ring after 10:00am to allow us to deal with urgent cases quickly. Patients with an urgent problem will initially receive a telephone call from the Practice Nurse. The Practice Nurse or the Doctor will then arrange for any treatment or appointment at the surgery as appropriate. Patients requiring an early appointment will be able to request for a 48 Hour access appointment. The 48 Hour access appointment will be subject to availability. Patients who are requesting routine appointments will be able to book as normal. Please ring after 10:00am for routine appointments. Our access target for routine appointments with a Doctor is 5 working days. Telephone appointments will continue to be available. We hope that you will be patient with us during the changeover time. Any feedback regarding the new system will be welcome.

SERVICE TIMES

We are open Monday to Friday 08:00am to 06:00pm. However, the doors to Denton Medical Practice are closed from 12:00pm to 01:00pm during the working week. The Saturday 08:00am to 11:30am surgery is strictly for pre-booked appointments only. During Out of Hours contact Go-To-Doc on 0161 336 3252 or by attending the Walk in Service based at Ashton Primary Care Centre - 193 Old Street, Ashton-Under-Lyne OL6 7SR. The Practice is closed for the afternoon once per month, usually during the third Thursday for staff training.

WAITING ROOM

As a practice we are always keen to find ways to improve our methods of communication with our patients. We have a waiting room display system in the form of a wall mounted wide screen television. This is to keep patients informed of our services, various procedures, as well as offering health based advice and information. The system is also used to display the patient name and room when the health professional is ready to see them at the appointment time. This compliments the patient self check arrival for appointments system already in place.