



Dunelm Medical Practice

Bearpark
Framwellgate Moor

Newsletter July 2020

Gilesgate

Welcome to the Dunelm Medical Practice Newsletter for July 2020



Contact details

UPDATE YOUR
CONTACT INFO

The first point of contact with patients at this time is via telephone, we request that all patients ensure that we have the correct telephone number for you and your family.

You can also provide us with an email address which we can use to send information to you.

If you have online access you can check this and amend via Systmonline, or give the practice a call and update your details with a member of the reception team.



Goodbye

Dr Nicolaides has left the practice to return to his home town in Cyprus and has been able to set up his own Medical Practice there. We are all very sad to see him go but he is still in touch and we wish him every success in the future.

Nurse Shaleen Christie has left the practice to work closer to home. The move has allowed her to focus on her new role as Grandma. She is a great addition to her new practice and we wish her every success and happiness.



Changes to come

Dr Ibbott will be retiring at the end of August 2020 and I am sure you will join us in thanking him for his 35 years' service to Dunelm and he will be a huge miss. We wish him a long and happy retirement.



Welcome

We are in a very fortunate position to be welcoming two female partners to the Practice.

Dr Chappelle will be joining the practice as a partner in August 2020, Dr Chappelle was a registrar with us and we are very happy that she will be back working with us, I am sure you will all welcome her.

Dr Christina will also be joining the practice as a partner in August 2020 Dr Christina has worked with us as a locum in the past and is a very experienced GP and we know she will be a great new addition to the team.



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How things are working in the practice

- ◆ We are currently operating a telephone triage system and if the Clinician feels that the patient requires a face to face appointment this will be arranged.
- ◆ Anyone aged 3 years and over entering the Practice are required to wear a face covering, this does not need to be a mask, it could be a scarf or homemade covering.
- ◆ We now have Perspex screens fitted at all 3 of our sites to protect staff and patients.
- ◆ Hospital referrals are still not open for patients to be referred but some specialities are allowing advice and guidance referrals to be sent.
- ◆ Shielding advice has been extended to the beginning of August 2020. <https://www.england.nhs.uk/coronavirus/publication/guidance-and-updates-for-gps-at-risk-patients/>
- ◆ We have successfully brought in a new interactive system during COVID called AccuRx, this allows clinicians to do video consultations and also send sick notes electronically, it has worked really well and all patient feedback has been positive.

THANK YOU 😊

We would like to say a big thank you to all of our very kind patients for all of the donations received over the last few months. We have received Scrubs, Visors, webcams, bags for scrubs and some lovely homemade cakes just to name a few.

We are extremely grateful for your kindness during this time.



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Want advice from your doctor,
self-help information or have
an administrative request
(such as a sick note or test results)?



eConsult and get a response before the end of the next
working day or sooner

GET STARTED

e-Consult

All patients are now able to submit requests and information via e-Consult, this is available on our Practice website www.dunelmmedicalpractice.co.uk you do not need to have online access to do so.

This service allows you to consult with a GP by completing a quick online form that is then sent and reviewed by the practice. It can also help direct you to pharmacy advice, self-help or referral services. When you have completed the online form, you can expect a response by the end of the next working day or sooner. This service saves time and means you do not need to attend a face-to-face appointment.

systemonline
BOOK REQUEST REGISTER

Did you know that you can order your prescriptions and book appointments online or by using a mobile phone app?

You can register for this service by asking at reception. You will require some proof of identification—for example a passport, driving licence or utility bill and then the receptionist will issue you with the a User name and Password.

The system is easy to log onto and simple to use and allows you to book selected appointments at any time of the day. It also provides the ease and convenience of being able to order your repeat prescriptions without having to drop a request slip in to the practice.

Register today to start enjoying the benefits