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| NEWSLETTER |

Welcome to our current Newsletter for December 2016. We hope you find the contents interesting and informative. If you have any questions or ideas which you feel should be added to our next Newsletter, please let us know.

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| **UPDATE** |

Dr Gillian Rink retired from the practice on the 30th July 2016 but returned in September 2016, working one day per week (Wednesday) as a GP Locum.

Dr Lisa Sprott became a GP Partner in the practice on the 1st November 2016, working three days per week (Mondays, Wednesdays and Fridays).

Dr Maeve Hague returned from Maternity Leave on the 7th November 2016 and has reduced her days to three per week (Monday, Tuesdays and Thursdays).

Dr Sebastian Pillon, who was our GP Trainee in 2015, will be starting work as a Salaried GP from February 2017, working three days per week (Mondays, Thursdays and Fridays). We are looking forward to Dr Pillon returning and joining our team in February.

And now for the sad news – Dr Timothy Isaac will retire from General Practice on the 30th March 2017 after 33 years at The Dunstan Partnership, as a GP Partner.

Dr Thomas Lynch will also be retiring from General Practice at some point during 2017.

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| **TRAINING PRACTICE INFORMATION** |

We have had a number of comments recently, from patients who are worried that some of the Doctors they have been seeing have left the practice after some time. We would like to explain how the training programme works.

As you are aware, The Dunstan Partnership is a GP Training Practice. We are very proud to have succeeded and been approved as a GP Training Practice and successfully train the GPs of the future. We, therefore, have quite a number of Doctors spending time with the practice during the year, as part of their training programme. Training Doctors are **NOT** with us on a permanent basis.

We are also very grateful to all our patients who, by seeing the Training Doctors, enable them to gain the experience they need as part of their training. We would like to reassure all of our patients that each Training Doctor has a GP Partner who oversees all consultations.

Our Foundation Year (FY2) Doctors stay with us for four months only, and they then return to the hospital to complete their training. These Doctors do not necessarily become GPs after their training programme – they may become Consultants in a medical speciality. However, they must complete four months of GP training to experience General Practice.

Our GP Trainees (ST1, ST2 and ST3s) are with us for two weeks in their first GP training year, two weeks in their second GP training year and then fifty two weeks in their final GP training year.

GP Trainees have already undertaken and completed their Medical Training in hospital, following which, they have chosen to become GPs, which means that they need to do three years of GP Training (as above) before finally becoming qualified as a GP.

We hope that this goes some way in explaining why it looks like our GPs change so often.

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| **MAKING AN APPOINTMENT WITH A GP** |

On the 18th April 2016, the practice changed its process for making an appointment by telephone, by standardising the way in which the Reception Staff offer the appointments – using a set script which has been designed by the Practice Team and approved by the Patient Participation Group.

We would like to ask that patients remain patient while the script is being delivered by the Reception Staff. Options are read out when there are no routine appointments available. Patients are then able to choose which option is most suitable to them. All staff **MUST** use the script, so that all patients are treated equally. The options include the next available appointment, a telephone consultation, an appointment at one of the Bolton Hubs at the weekend or an urgent appointment, if patients are unwell and require medical treatment on the same day.

When patients require an urgent appointment, the GP Partners have asked that the Reception Staff ask for brief details of the urgent condition. This is so that the GPs can prioritise the urgency when calling patients in.

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| **TEXT MESSAGING** |

We would like to encourage all our patients who have a mobile telephone, to sign up for our Text Messaging Service. This service will send a reminder of appointments that have been booked at the practice, any appointments that have been cancelled or changed by the practice and health promotion campaigns.

If you are happy to receive text messages from the practice, please complete a consent form the next time you visit the practice.

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| **TELEPHONE NUMBER CHANGES** |

We have recently tried to contact some patients by telephone and have found that their telephone numbers have been changed. We would like to remind all patients to make sure that the telephone numbers we hold on their record are up to date.

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| **PHARMACY TECHNICIAN** |

We have employed a Pharmacy Technician, Leanne Fane. Leanne should be the first point of contact at the practice to help any patients who have a query or issue with their medications, including being able to synchronise repeat medications which run out at different times.

Leanne is able to consult with patients on Wednesdays and will liaise with the GP if there are any issues. To book an appointment with Leanne, please contact the surgery on 01204 463777 and ask for an appointment with Leanne.

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| **CHEMIST** |

Some patients have been under the misconception that Cohens Chemist at Breightmet Health Centre is “owned” by or is in partnership with The Dunstan Partnership. We would like to make it clear that Cohens Chemist has no affiliation with The Dunstan Partnership.

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| **BOLTON CARE RECORD** |

The Dunstan Partnership has agreed to be an early adopter of the Bolton Care Record, as we feel that this will enhance the care of our patient population by sharing our patient records (with explicit consent at the point of care) with NHS Bolton Foundation Trust, the Out of Hours Service, North West Ambulance Service, Greater Manchester West Mental Health Service, Bolton GP Practices and Social Services.

NHS Bolton CCG have facilitated and are supporting practices with a publicity campaign to enable all patients to be aware and fully understand the process.

A link to a specific website created by NHS Bolton CCG, describes the process and has answers to frequently asked questions and links and videos about other areas of the country who have already undertaken this process very successfully. The website details are as follows:-

[www.boltoncarerecord.org](http://www.boltoncarerecord.org)

The practice has consulted and discussed the Bolton Care Record process with our Patient Participation Group, who are very supportive of the project.

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| **HEALTH TRAINER** |

Our Health Trainer, Marvin Constantine, works with the practice on Thursdays and Fridays. Marvin undertakes 40+ NHS Health Checks on patients who are otherwise well. Marvin also consults with patients who need advice on alcohol consumption or patients who would like to give up smoking. Marvin can also help those patients who are At Risk of Diabetes or at High Risk of Cardiovascular Disease and who would like advice on how to reduce their risk.

**We would like to end by wishing all our patients a very Happy and Healthy New Year!**