



**April 2016**



**Melbourne and Chellaston Medical Practice**

## **NEWSLETTER**

### **Welcome to new staff**

We are delighted to welcome several new faces to our Practice.

Dr Nick Coxon has joined us as new GP partner, following the departure of Dr Phil Das last month. Dr Coxon knows the area well, having worked at Meadowfields Practice for three years and Wilson Street for 10 years prior to that.

Also joining us from Meadowfields is Receptionist Alison Cantwell, who will mainly be working at our Melbourne surgery. Alison has worked in the NHS for the last two years.

We also have two new secretaries, following the departure of Bev Tonks who gave 21 years loyal service before taking retirement last month.

Karen Moylan and Louise Hart are now sharing the job and are based at Melbourne.

Karen will be known to many of you from her duties as a receptionist at Melbourne and Louise joins us from Nottingham University Hospital Trust where she worked as a medical secretary for more than 20 years.

We also have a new relief receptionist, Julie Bramwell who will provide support at both surgeries. Julie has previously worked for Regus Office Solutions and the Crown Prosecution Service.

We wish everyone success as they settle into their new roles.



**Louise Hart  
(seated)  
and Karen  
Moylan**



**Dr Nick Coxon  
(left)**

**Alison Cantwell  
(bottom left) and  
Julie Bramwell  
(right).**



### **Important help for our nurses!**

It would be the greatest help to our nurses if consultations were carried out before urine samples are dropped off at the surgery.

It's becoming regular practice for some patients to leave samples to be checked for infections without being examined.

This leads to delays in care, makes it difficult to plan the right treatment and creates extra admin for everyone.

Infections can't always be detected by samples alone. Please help us to help you by booking in for a consultation first.

## Meet Louise - our care coordinator

Louise Battle (pictured right) is a member of the community support team and is based at our Practice on Monday, Wednesday and Friday.

She offers friendly advice on a wide range of issues - everything from practical issues like getting the right equipment installed at home to referrals to other services, dementia support, home safety checks and help for carers.

Louise is employed by Derbyshire Community Health Services and is your link between all the different services and organisations.

Louise says: "The overall aim is to keep people safe, happy and healthy in their own homes, for as long as possible and to avoid hospital admissions.

"Care coordinators also work closely with the Community Matron, who supports those living with multiple, long-term conditions."

If you're a family member or carer and feel you need some extra help, support or information then Louise can help you too.

Louise can be contacted through the surgery on 01332 720077.

Her role covers many aspects, including:

**Home equipment - e.g. grab rails, perching stool, falls pendants**

**Care packages through Derbyshire social services**

**Social isolation - clubs, support groups and activities**

**Benefits advice**

**Referrals - e.g. physio, occupational therapy, continence and hearing**

**Mobility issues**

**Housing issues**

**Falls support**



### Friends and Family Test

Between now and the end of May we are running a Friends and Family Test with the aim of finding out what people think of the Practice's Patient Reference Group (PRG).

To find out more and to take part in the survey, please visit our website or pick up a form from either of our surgeries.

### Newsletter

If you would like to receive this newsletter electronically, please email Pam Beecham at: [pamela.beecham@nhs.net](mailto:pamela.beecham@nhs.net)

## Planning a holiday? Time to think about travel advice

Our recent difficulties in obtaining single dose typhoid vaccines have eased slightly.

However, please be aware that stocks are limited so please make arrangements well in advance of travel.

If you need to know more, a full range of advice and immunisations is available.

Once you know where you are going, simply call into Reception and complete a travel form.

This is then processed by the nursing team to determine what immunisations you need and if there will be any cost for them.

