

Dorking Medical Practice

January 2019

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Merger with Riverbank Surgery

Dorking Medical Practice is pleased to announce the merger between Dorking Medical Practice and Riverbank Surgery. Riverbank Surgery has become a branch surgery of Dorking Medical Practice.

The aim of the merger is to achieve a robust and sustainable practice, delivering enhanced levels of patient care with significant benefits in a time when General Practice continues to change rapidly. Steps will be taken to ensure that the individual cultures, identity and ethos of both Dorking Medical Practice and Riverbank Surgery are maintained.

PPG Announcement

The Patient Participation Group had their first meeting of 2019 on 15th January; they met with the practice leaders to discuss their ideas on the development of the practice.

The next PPG meeting will be in 3 months' time. If you would like to be involved and have your voice heard please email us at newhouse.surgery@nhs.net

Extended Hours

A service offering evening and weekend appointments, known as Extended Hours has been implemented by Dorking Healthcare. The clinics are mainly GP appointments with occasional nursing appointments available. You will be seen by a local GP or Nurse. The extended hours clinics run on the following days and times:

- Monday to Friday 6.30pm to 9pm
- Saturday 9am to 1pm
- Sunday 9am to 12pm

Feel free to speak to one of our Receptionists to find out more and to book an appointment.



New Telephone System

To improve our service and continue to deliver top quality patient satisfaction, the surgery has invested in a high spec telephone system. The new integrated system allows staff to identify patients quickly and see real time notes and notifications from that patient's record.

As a result reception staff will be able to efficiently and effectively handle busier periods without compromising their standard of care and attention to you, the patient. Dorking Medical Practice's aim is to improve the overall phone call experience for patients, meeting the demands of the growing patient base whilst reducing the length of time you may be on hold for and significantly increasing information clarity between patient and reception staff.

Musculoskeletal Practitioners

We have two experienced clinicians both of whom are members of the Chartered Society of Physiotherapy and are registered with the Health Professions Council.

Your first appointment will be for 20 minutes. This will involve a full history taking of your current condition and relevant medical history. You will then be examined. The clinician will explain your condition, and a treatment plan will be formulated, including investigation and referral if necessary. They will manage any injury, disease or problem with your muscles, bones or joints, such as:

- Neck Pain, Whiplash
- Back Pain, Sciatica
- Sprained Ankles
- Knee Pain, Arthritis
- Muscle Aches



Karen Love



Clare Wood

Clinical Pharmacists

If you require a medication review or you are experiencing problems with your prescribed medication, then our in-house pharmacists are here to help you. The Clinical Pharmacists offer 20 minute appointments, which can be used to:

- Inform you on any medication related queries.
- Synchronise and align your medicines so you receive them all together.
- Explain what tablets you are taking and why.
- Work with you to ensure all your medicines are safe to take and appropriate.



Helen Heath



Zohib Sheikh

Please call or ask at Reception if you feel you require an appointment with either a Musculoskeletal Practitioner or a Clinical Pharmacist. They are often a better option than seeing a GP as they are more specialised in their field, have a shorter waiting times and will have longer appointments with you.

Minor Eye Conditions Service

Dorking's trusted team of optical advisors, at Specsavers, is delighted to offer local residents an enhanced level of service when it comes to eye health.

This service covers the following conditions; red eye or eyelids, dry eye or gritty/uncomfortable eyes, inflammation & irritation of the eye, significant sticky discharge from the eye or watery eye, recently occurring flashes & floaters, in growing eyelashes, recent and sudden reduced vision, foreign body in the eye, eye pain and excessive tears.

If you feel you require the minor eye conditions service then there is no need to come through us at the surgery. **All Patients can self-refer** simply by contacting **Specsavers at 110 High Street, Dorking on 01306 745350.**



Adult Hearing Service

Specsavers at 110 High Street, Dorking, have been commissioned by Surrey Downs CCG to provide an adult hearing service. This service provides testing for hearing loss and fitting of hearing aids by fully qualified staff.

If you have hearing difficulties, you can be referred by your GP or **you can self-refer if you are over 50** by calling **0800 077 8692.**

The audiologist will examine your ears and advise if your condition requires a hearing test and fitting of hearing aids or more specialist treatment needing a referral to a specialist. Follow-up appointments to check on your progress may be done by telephone or face-to-face, depending on your treatment plan.

Ear Wax Management

Surrey Downs CCG does not fund ear syringing. There will be no routine ear syringing available in general practice.

Referral for micro suction may be appropriate for patients who fulfil the strict criteria for this. Evidenced Based Medical Guidelines state that ear syringing should NOT be carried out routinely as it can lead to ear damage, infection, dizziness and tinnitus (which can be lifelong). It can also cause perforation of the ear drum.

Ears are designed to clean themselves. Wax in ears is normal, although excessive wax can result in hearing problems. Ears need wax for lubrication and protection. You should only become concerned about the amount of wax if you develop pain, hearing impairment or dizziness.

The simplest method to remove ear wax safely is to use olive oil drops. These can be bought from a pharmacy or you can use a dropper and ordinary olive oil, from any supermarket. You should expect to use olive oil twice a day for at least 7 to 14 days. After this if you are still no better contact the surgery so we can examine you again.

Our Online Services

GP online services allow you to access a range of services via your computer, mobile or tablet. Once you have signed up, you will be able to:

- Book or cancel appointments online
- Renew or order repeat prescriptions online
- View parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

You can still contact the practice by phone or in person, this is just another option, which other patients have found is more convenient and saves them time. **Please visit our website or ask at reception to find out how to sign up.**

Leaving Staff Members



Dr Alex Norman – Salaried GP

Alex has been with us at Dorking Medical Practice since June 2017. He has been a great asset to DMP during his time here and will be greatly missed by all patients and staff. We would like to take this opportunity to wish him much success in his future career.



Susie Hurst – Lead Dispenser

Susie has been a highly valued member of staff and an exemplary colleague at the practice since she started with DMP and we would like to take this opportunity to thank her for all the hard work done over the last 19 years. Boxhill will not be the same.

Our New Staff Members

Dr D Vinayagam – Trainee GP

Qualified from the University of London, Dr D began speciality training in Obstetrics & Gynaecology in 2009. He continues to work as an obstetrician in local maternity units and has decided to re-train as a GP. Medical interests include women's health, pre-conception counselling, pregnancy and post-partum care. Personal interests include football, golf and spending time with his young family.



Dr Shafia Hakeem – Trainee GP

