

DORKING MEDICAL PRACTICE

at New House, Riverbank and Hillside Surgeries

NEWSLETTER

June 2019

Dorking Medical Practice Mission Statement

To provide excellent patient service with a focus on holistic and evidence based medical care in a friendly, safe and family centred environment for patients living in and around Dorking, Westcott and Boxhill.

Inside this issue:

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Mission statement & our new Facebook page.

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Update on audiology & minor eye ailments

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Checkout our new Facebook page to find out about events at Dorking Medical Practice.

The Patient Participation Group (PPG) held its 2nd meeting this year on Monday 13 May 2019 at New House Surgery. The Boxhill and Dorking sites were well represented by 8 patients and 3 DMP staff. Fulfilling its role as a critical friend to Dorking Medical Practice, advising the practice on the patient perspective the PPG offered positive feedback about the new musculo-

skeletal practitioner and pharmacist services. The PPG reviewed the DMP mission statement (above) and discussed topics to include: Specsaver's audiology service, social prescribing and DMP online services. The next PPG meeting will be held in September. If you would like to participate or have your voice heard please email: PPG

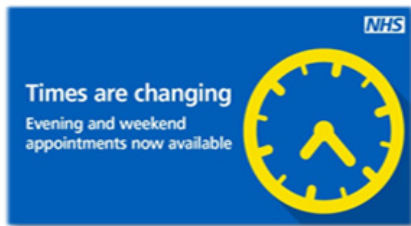
newhouse.surgery@nhs.net

The Patient Participation Group (PPG) with Dr Vish Sagar



Picture: PB

newhouse.surgery@nhs.net 01306 881313 Riverbank 875 577 Hillside 01737 843525



Extended Hours

A service offering evening and weekend appointments, known as Extended Hours has been implemented by Dorking Healthcare. The clinics are held at Medwyn Surgery or here at DMP offering both GP and nurses appointments. The extended hours clinics run Monday to Friday 6.30pm to 9pm and can be booked on the day by calling Dorking Medical Practice.

Pre bookable appointments are only available for the weekend extended hours clinics:

Saturday 9am to 1pm

Sunday 9am to 12pm

Online Services

GP online services allow you to access a range of services via your computer, mobile or tablet. DMP has 68% take-up which is good but can only improve if patients are able to use it. Bring in proof of identity eg driving licence or passport to reception to sign up for online services, you will be able to:

- Book or cancel appointments.
- Renew or order repeat prescriptions.
- View parts of your GP records

You can still contact the practice by phone or in person, this is just another option, which patients have found is more convenient and saves them time. Please visit our website or ask at reception
01306 881313

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 and Muscle Aches.

Clinical Pharmacist

If you require a medication review or you are experiencing problems with your prescribed medication, then our in-house Clinical Pharmacists are here to help you.

The Pharmacist offers 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.

Meet our New GP



Picture: MA

Dr Jenny Lane completed her medical training at Cambridge University and King's College London, qualifying in 2007. She completed her GP training in South London where she practiced as a GP for several years before moving to Surrey. Special interests include women's health, family planning and medical education. She also works as a GP tutor at King's College London. In her spare time she enjoys travelling, music and spending time with her young family. Dr Lane runs a **Gynae clinic** Wednesday afternoons at New House.



Picture courtesy of Gillian

Help Us Help You

Number of appointments not attended:

February 101

March 100

April 117

Please let us have your mobile number so you can receive a text message the day before your appointment is due. If you cannot attend, please tell us! Someone else may need our time.

Staff News

Welcome back Dr Steve Loveless who has returned part time.

Congratulations Dr Dhoul on becoming a Partner. To Carol for 25 years of service at DMP and to Charlotte (pictured below) who has trained as a phlebotomist.



Picture: VL

A Fond Farewell to Sylvia Gray who has retired.

Meet our New Nurse



Picture: VL

RGN Clare Lieske trained at Guildford University and qualified in 2006. Clare started her career as a community staff nurse. She went on to specialise in endoscopy nursing at East Surrey Hospital and then Gatwick Park Hospital. She has been a practice nurse for 2.5 years and has recently joined the team at DMP with a keen interest in wound care, respiratory care and travel medicine. Clare provides **extended hours nurses appointments** on Monday evenings at DMP.

Our **Diabetic Clinic** will be run by Nurse Ashley on Friday mornings at New House. Those on the waiting list for their diabetic review will be contacted or simply book an appointment.

Adult Hearing Tests

Specsavers 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. It is a free service that does not require a GP referral. If you have hearing difficulties, you can self-refer if you are over 50 by calling 0800 077 8692.

Ear Wax Management

Surrey Downs CCG does not fund ear syringing, therefore there will be no routine ear syringing available in general practice. Referral for micro suction by your GP 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.

Eye tests Minor Eye Conditions Service

Specsavers are delighted to offer local residents an enhanced level of service when it comes to eye health. If you feel you require the minor eye conditions service there is no need to call the surgery. All Patients can self-refer simply by contacting Specsavers at 110 High Street, Dorking on 01306 745350.

Social Prescribing

What is Social Prescribing? Social Prescribing is when health professionals refer patients to support in the community in order to improve their health and wellbeing. An example of social prescribing specifically for a patient who has dementia could be a GP referral to the Dementia Café. Emma Staff, of the Dorking Community Medical Team says: "The idea for the Dementia Café came about as a way of bringing people with dementia and their carers together who may otherwise feel alone.

The first session went well with experiences shared and stories told & we are hoping that as word gets around the number attending will increase and we look forward to seeing many new faces."

The Dementia Café is held at the Christian Centre in Dorking on the last Friday of each month from 10.30 - 12.30pm.

The next Dementia Café is on Friday 28th June, then Friday 26th July and will be run by a member of the community matron team.

Thank you

Dorking Medical Practice has invested in a high spec **telephone system** which allows reception staff to improve the overall phone call experience for patients. We appreciate your patience during these changes.