

PRACTICE PAGES

Copies of this newsletter are available at reception on request

WHAT'S NEW?



Dr Knill retired after 27 years of service with the Practice. We wish him all the best for a long and healthy retirement. Dr Rathe has now taken over as Senior Partner and together with the other partners and practice staff will help to drive forward the changes required to ensure the Practice can meet the future demands of a changing NHS. Dr Lake, one of our current salaried GPs has now taken a position as a GP partner. The partnership now consists of Drs Rathe, Palin, Sharma, Shah, Bunstone & Lake.



Dr Bose has unfortunately had to retire due to personal reasons. We welcomed 2 additional 'salaried' GPs to the Practice on 11th August; Dr Rachel Hastings and Dr Philip Adam, who will replace Dr Bose and Dr Lake.

Dr Hastings will work all day Monday, Tuesday, Wednesday and Friday. Dr Adam will work all day Monday, Tuesday and Wednesday. We hope that they soon become firm favourites with you as they get to know our patients.

We are currently in the process of recruiting an additional Practice Nurse to join our team.

BIRTHS



We have had some new arrivals in the Penketh family!

Dr McAuliffe has had a little girl, Isla Elizabeth. Dr Knight, who was a registrar with us, has had a little boy, Felix. Sarah, one of our receptionists has had a little girl, Ayda. Congratulations to them all and hope that they are adjusting to the demands of family life and all the joys that little ones bring.

We are expecting Dr McAuliffe to return from maternity leave at the beginning of next year; in the meantime Dr Samanuru is covering her post. We will put out more information regarding Dr McAuliffe's return as soon as we get a firm date.

CHARITY BIKE RIDES



A group of staff and Doctors have recently completed 2 bike rides for charities. The first was from Manchester to Chester and raised £290 for Kids 'n Cancer. The second was from Manchester to Liverpool and raised £250 for the NSPCC. A big 'well done' to all involved!

DO YOU NEED TO SEE A DOCTOR?

We recognise that the practice has been going through a difficult period regarding access to appointments. As a consequence of long term sickness we have been under resourced with GPs. Although we have done our utmost to cover these absences with locums this has not always been possible and has occasionally left us short of surgery sessions. We apologise for this but this will improve with the introduction of our new GPs in August. We thank you for your patience during this transition.

We will shortly be conducting a capacity and demand exercise to review the GP appointment situation. This is likely to take place during the month of September and we will be seeking additional information from patients when they request a GP appointment. Please bear with us during this time as the aim of this exercise is to review our appointments system to improve the patient experience. We will work with our PPG in the undertaking of this review.

Please be mindful of the fact that you may not always need to see a GP as some matters can be dealt with by our team of experienced practice nurses (please see the poster in reception or on the website regarding the services they provide) or administratively e.g. for repeat prescriptions, continuation sick notes (or following hospital discharge), completion of claim forms/medical reports please ask the receptionist for more information.

Alternatives to the Doctor

© © ©

To save you time and direct you to the most appropriate healthcare professional below is a list of examples of how certain things can be dealt with without seeing the GP:

Child Development Concerns

Health Visitor/Sure Start Centres.

01925 628680

Baby Feeding Issues

Health Visitor/Sure Start, Midwife/ Bosom Buddies.

01925 66209

Pregnancy Issues

Midwife/Antenatal Daycare Unit/Labour Ward.

01925 275200

Weight loss/Exercise Programmes/Smoking Cessation

LiveWire Warrington

Freephone: 0300 003 0818

Mental Health

Now offer a drop in clinic every Monday @ 1-4pm at Making Space on Allen

Are you over 75?

You will have been notified of your "named GP" who will be responsible for coordinating your care.

Don't panic you can still seek advice or an appointment from ANY GP OF YOUR CHOICE at the surgery.

Patient Participation Group (PPG)



Do you know about our PPG? Please see the poster in the surgery that will give you more information about **Who? What? Why?**

The group have been active in helping us collect and collate survey information and engage the population in helping the practice deliver the services needed in the area. They will be playing an even bigger role in the future by canvassing opinions of patients about what you need from the practice, what the practice can offer, how we can improve amongst other things. They will be looking to arrange presentations from local providers and offering to come and speak to groups about health services in the area. To make the most of this opportunity we need new members who are able to become part of this group and assist in driving the practice forward to meet your needs.

How to contact your Practice: By Phone: 01925 725644 By Fax: 01925 791017
Visit us on the Internet: www.penkethhealthcentre.co.uk