

## Denton Park MG Newsletter

NOVEMBER 2019

### Cervical Screening Awareness

Cervical cancer is the most common form of cancer in women under 35 with 2 women in the UK every day dying from the disease. Regular cervical screening appointments can prevent up to 75% of cases of cervical cancer, saving 5000 lives per year. Despite this many women are reluctant to have this test done with 28% of women not responding to their screening invitation.

Free up our telephone lines

Book your appointments and repeat

prescriptions

online Ask our receptionists to set you up

**#SmearTestsSaveLives**

**BOOK NOW !!!!**

### Welcome to our Team

We would like to give a big welcome to **Dr Natalie Robinson** our new GP at Denton Park. Dr Robinson works Monday to Thursday

Also **Dawn** and **Luci** our new receptionists who are both new to primary care, they will be covering for Joanna who is going on maternity leave in November , we will keep you updated on the baby news!

### Carers

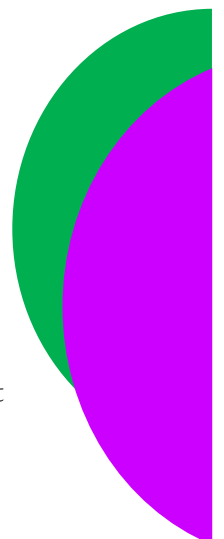
A carer is defined as “someone who without payment provides help and support to someone (relative, friend or disabled child) who would otherwise not be able to live at home due to their disability or sickness.” This may be a physical or mental health problem. A carer can be any age including a child looking after a parent.

Do you look after someone who is ill, frail, disabled or mentally ill? If so, you are a carer and we would like to support you.

If you are a carer and would like some more information, please ask at reception.

In October **143 patients did not attend their appointment** at the surgery. This amounts to **over 40 hours of wasted time.**

Please remember to call the surgery if you can't make it to your appointment.



## Appointment Information

- Our phone lines are becoming increasingly busy. We have 3 receptionists on duty from 8am to answer calls and book appointments. Please give as much information as possible to the receptionist so they can direct you to the most appropriate appointment. They will always try to do their best.
- It may not be that you don't need to see a Doctor. We have appointments available Monday to Friday with our practice support/link workers who are able to help you with Financial matters , Benefit claims and appeals, housing issues, social isolation or just general support the list is endless. They will see you in the surgery or meet you out in the community according to your needs, they will support you with access to health and exercise programmes and even accompany you if necessary
- **All GP appointments are available to book online.**
- Appointments on **MONDAYS and FRIDAYS** are “**book on the day**” for urgent matters that cant wait until a routine appointment is free.
- **TUESDAY, WEDNESDAY and THURSDAY** the appointments are routine and can be booked in advance . These appointments allow the Doctor more time to manage long term conditions or complex issues.
- We have a **Nurse practitioner** who is able to see minor conditions such as: chest infection, water infections, ear infection, rashes or other general problems.
- If we are unable to offer you an appointment and you consider your matter urgent you will be offered an appointment with a **GP** at either Ponteland Road or Westgate Road walk in centres. These appointments are available between 8am—7-30pm
- **Children under 15** who are acutely unwell will be assessed by a GP the same day, it may be a telephone assessment so please ensure that we have your correct and up to date telephone number.
- **URGENT HOME VISITS** will only be carried out for acutely unwell patients who are unable to leave their home, such requests should be made before 10am this will enable the GP to contact the patient to assess them and plan their visits for the day.
- We are trying to phase out telephone calls for repeat prescription requests where possible to free up the telephone lines to allow our reception team valuable time to sign post you to the most appropriate appointment for you.