# SPRING NEWSLETTER



#### **Need an Appointment** but tired of long phone queues?

Online - Did you know you can use your NHS App and other partner apps to make an appointment? Sign up online or ask a receptionist for more information.

EConsult - for non-urgent appointments you can fill an econsult in which will ask you some triaging questions then automatically be submitted to us. You can also request administrative help such as fit notes, medication and test results.

We will allocate you an appointment or respond with further instructions. Just go to our website and click the button shown below



#### Website -

You can now do the following on our practice website:

Leave feedback

Request Travel advice

**Update your Contact Details** 

Register as a new patient

Update your communication preference

Complete the friends and family questionnaire

Request a fit note

See what new services we offer.

Find public transport routes and directions to the surgery

Use the NHS 111 online triage tool when we are closed

# DR HOWARTH'S RETIREMENT

After 35 years working as a Partner at Denton Turret Medical Centre Dr Howarth has decided to retire. He has written a message to the patients of Denton Turret Medical Centre:

"I have considered it a privilege to help care for all our patients, past and present.

When I joined Dr Hogg in 1988 the practice operated from a semi detached residential building at 727 West Road with 1500 patients and one receptionist. We now operate from modern purpose built premises with a multidisciplined team of 26, three partners and many more attached staff.

I have enjoyed the opportunity of helping build a dedicated, skilled, hardworking primary care team to provide healthcare for our patients in an ever changing environment. I have fond memories of many of my work



colleagues whom I have worked with over the course Dr Jatinder Bratch, Dr Kay of my career and have been humbled by the individual strength and tenacity of many patients dealing with stress, trauma and illness.

My last working day will be 31st May 2024.

I have great confidence in the current team at Denton

Turret led by the Partners Snowdon and Dr Rohan Shakoor, who will become a partner from 1st April 2024, ably supported by Practice Manager Sharon Russell.

I know you are in good hands.

All the very best."

## HAVE YOUR SAY! JOIN OUR PATIENT PARTICIPATION GROUP NOW:

The Practice manager is looking for a handful of patient representatives who would like to meet on a quarterly basis and discuss ideas and feedback regarding the general day to day running of Denton Turret Medical Centre.

Joining the PPG will give you a chance to speak up for your demographic, tell us what is working well and what could be improved. It's important to gather these opinions from you as service users so that we as a practice can strive to meet patient expectations.

If you are interested in joining please email your information to:

# Dentonturret.a86601@nhs.net

OR speak to a member of the reception team.

The practice manager will then get back to you with further information.

### REINTRODUCTION TO THE TEAM

#### **Denton Turret** Medical Centre

10 Kenley Road **Denton Burn Newcastle Upon Tyne** 

Phone: 01912741840

Prescription line: 01912742477

Email:

dentonturret.a86601@nhs.net

**Opening Hours:** 

8am - 6pm Monday 7am - 6pm Tuesday Wednesday 8am-6pm 8am - 12:30pm Thursday 1:30pm - 6pm

**Friday** 8am - 6pm Saturday **Hours Vary** 

**Upcoming closures:** 

Tuesday 21st May 2024 Wednesday 19th June 2024 Tuesday 2nd July 2024 Tuesday 17th September 2024 Wednesday 16th October 2024 Thursday 27th march 2025

The practice will close from 12pm on all of the above dates to allow essential training.

The Pharmacy First service builds on the NHS Community Pharmacist Consultation Service which has run since October 2019. The consultation service enables patients to be referred into community pharmacy for a minor illness or an urgent repeat medicine supply. This new service is expected to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare. It includes the supply of appropriate medicines for 7 common conditions including earache, sore throat, and urinary tract infections, aiming to address health Pharmacies have private issues before they get worse. For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self care and safetynetting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to 

Every pharmacist trains for visit a GP.

#### **General Practitioners:**

Dr Howarth

Dr Bratch

Dr Snowdon

Dr Shakoor

Dr Akor (Starting May 2024)

Dr Kan (Starting May 2024)

#### **Advanced Nurse Practitioners:**

Julie Rutherford

Carol Green

#### **Emergency Care Practitioner:**

Lyndsay Williams

#### **Nursing Team**

Lizzie - Practice Nurse

Laura - Practice Nurse

Julie - HCA

Steph - Phlebotomist

#### **Practice Manager:**

Sharon Russell

#### **Administrators:**

Anne

Christine

Molly

Terry

#### **Secretaries:**

Sonia

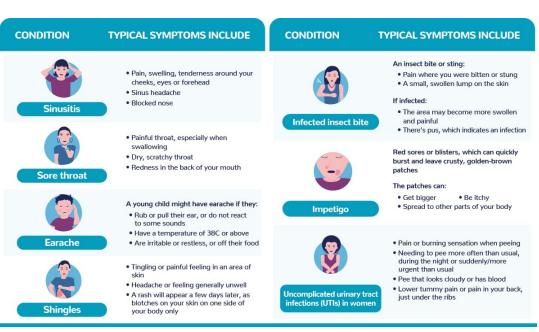
Terry

#### **Receptionists:**

Michelle Audrey Ellie Linda Eliza Louis Heather Steph Jade Syeda Kim Tonya

Kyla (Saturday only)

# THINK PHARMACY FIRST



consultation rooms that can cines and managing minor be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

5 years in the use of mediillnesses, so they are well equipped to provide health and wellbeing advice to help people stay well.

They are also experienced in spotting warning signs, otherwise known as red flag

symptoms, which may warrant a referral to another healthcare provider.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day.