

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 e-consult 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 multidisciplinary 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 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 Dr Jatinder Bratch, Dr Kay 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:

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

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:

Audrey Michelle
Ellie Linda
Eliza Louis
Heather Steph
Jade Syeda
Kim Tonya
Kyla (Saturday only)

THINK PHARMACY FIRST

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 issues before they get worse. For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self care and safety-netting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to visit a GP.

CONDITION	TYPICAL SYMPTOMS INCLUDE	CONDITION	TYPICAL SYMPTOMS INCLUDE
 Sinusitis	<ul style="list-style-type: none"> Pain, swelling, tenderness around your cheeks, eyes or forehead Sinus headache Blocked nose 	 Infected insect bite	<p>An insect bite or sting:</p> <ul style="list-style-type: none"> Pain where you were bitten or stung A small, swollen lump on the skin <p>If infected:</p> <ul style="list-style-type: none"> The area may become more swollen and painful There's pus, which indicates an infection
 Sore throat	<ul style="list-style-type: none"> Painful throat, especially when swallowing Dry, scratchy throat Redness in the back of your mouth 	 Impetigo	<p>Red sores or blisters, which can quickly burst and leave crusty, golden-brown patches</p> <p>The patches can:</p> <ul style="list-style-type: none"> Get bigger Be itchy Spread to other parts of your body
 Earache	<p>A young child might have earache if they:</p> <ul style="list-style-type: none"> Rub or pull their ear, or do not react to some sounds Have a temperature of 38C or above Are irritable or restless, or off their food 	 Uncomplicated urinary tract infections (UTIs) in women	<ul style="list-style-type: none"> Pain or burning sensation when peeing Needing to pee more often than usual, during the night or suddenly/more urgent than usual Pee that looks cloudy or has blood Lower tummy pain or pain in your back, just under the ribs
 Shingles	<ul style="list-style-type: none"> Tingling or painful feeling in an area of skin Headache or feeling generally unwell A rash will appear a few days later, as blotches on your skin on one side of your body only 		

Pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

Every pharmacist trains for

5 years in the use of medicines and managing minor illnesses, 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.