

# PATIENT NEWSLETTER

**Issue 26**

**Newsletter Date:  
Spring 2016**

**DRS GRIFFIN, ADEY & DANCY**

## RETIREMENT OF DR GRIFFIN

Dr Griffin will be retiring on 31st March 2016. She will be missed by the partners, all the staff and her patients. We all wish her a very happy retirement.

Personal message from Dr Griffin:

*After much deliberation, I have decided to retire from General Practice at the end of March. I have been very privileged to work with such a supportive team and to have the loyalty and trust of my patients over my 22 years in the practice.*

*I would like to thank you all and wish you the best for the future.*



*Happy  
Retirement!*

We are pleased to announce that Dr Sian Hartry, who has previously worked here as a Locum GP will be joining our team when Dr Griffin retires.

## ALLOCATED GP

All patients who are registered with this practice will have a named, accountable doctor, who is responsible for coordinating their care.

Your named doctor has been allocated to you by the practice. You can still talk to or make appointments to see any of our doctors or nurses, not just your named GP.

Please ask who your allocated GP is next time you contact the practice.

If you have a preference and would like to request a particular doctor at the practice to be your named GP please talk to one of our receptionists.



## Change to days/times of branch surgeries

As of Monday 4th April 2016 the surgeries at the branches will be as follows:

- Monday - Kelsall 8.30 am - 11.30 am - Dr Dancy
- Tuesday - Ashton 9.00 am - 11.00 am - Dr Adey
- Wednesday - Ashton 9.00 am - 11.00 am - Dr Dancy
- Thursday - no surgery at either branch
- Friday - Kelsall 9.00 am - 12 noon - Dr Adey



Overall the number of appointments at each branch is the same across the week.

## Extended Hours Service

If you would like a routine appointment outside of normal surgery hours if you find it difficult to attend the surgery during the working week, you can access the Extended Hours Service for an appointment to see another GP or Practice Nurse at one of the following locations:



- **Tarporley Hospital** – Wed, Thurs & Fri evening and Sat & Sun afternoon
- **Helsby Health Centre** – Mon & Tue evening
- **Malpas** - please ring the telephone number below for details of days and times here
- **Chester** – Mon-Fri evening and Sat & Sun morning
- **Ellesmere Port** – Mon-Fri evening and Sat & Sun morning

These appointments can be booked up to 2 weeks in advance. Please ring the Extended Hours Service on 0300 123 7740 and select option 3.

## Friends and Family Test



The NHS Friends & Family Test is an important opportunity for you to provide feedback on the care and treatment we provide. Your feedback will help NHS England improve services for everyone. Your answer is voluntary, it will not be

traced back to you and your details will not be passed on to anyone. A member of your family or a friend is welcome to answer the question if you are unable to.

To take the Friends and Family Test please visit the home page of our website

[www.tarporleydoctors.gpsurgery.net](http://www.tarporleydoctors.gpsurgery.net) or complete a paper copy found in our waiting rooms.

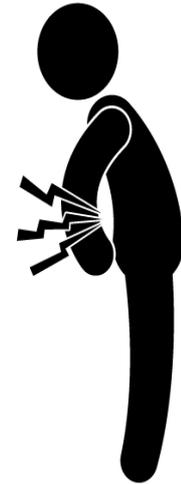
To date, 96.3% of patients who have given their feedback would recommend our surgery to friends and family.

## New Service - Physiotherapy First Service

### Strains and sprains, muscle or joint pains and stiffness?

You could see a physiotherapist instead of your GP.

Patients who contact us for an appointment regarding a musculoskeletal problem will be offered an assessment with a highly specialised musculoskeletal physiotherapist instead of your GP. The reception staff may ask a few simple questions about your condition, to establish who the most appropriate member of staff to see you. This may be the Physiotherapist or a GP depending on the condition. You can choose an appointment at any of the 3 locations below.



Appointments are available:

- Monday – all day at Bunbury Medical Practice
- Thursday morning at Dr Campbell's Practice (from 07/04/16 this is changing to Thursday afternoons)
- Thursday afternoon here at Drs Griffin, Adey & Dancy (from 07/04/16 this is changing to Thursday mornings)

Conditions the physiotherapist can see include neck and low back pain, sciatica and trapped nerves, knee and ankle sprains, foot pain, arthritis, tennis/golfers elbow, wrist or hand pain, shoulder pain (eg frozen shoulder or rotator cuff conditions). This list is not exhaustive but includes some of the more common problems they see.

Following an assessment you could be given advice regarding your condition or if appropriate be referred on to another service, e.g. physiotherapy or the Adult Musculoskeletal Assessment and Management Service if they feel a more specialist opinion is needed or to access investigations. If any prescriptions, blood tests, X-rays or sick notes are required, the physiotherapist will liaise with your GP to arrange this. Please note these appointments are not for on-going physiotherapy but are for assessment and advice only. Formal courses of physiotherapy will require a referral and the practice based physiotherapist will refer you for this if after assessment they feel it necessary. Your GP can still refer you for physiotherapy as normal.

Highly specialised physiotherapists have a lot of experience in assessing and diagnosing problems with joints, muscles and bones and the aim of these appointments is to save GP appointments for medical conditions. This will improve access for patients with musculoskeletal conditions. They will work as another member of the GP practice team.

# A POEM FROM A PATIENT

## Statistics

I've become a statistic  
I'm on the list, you see  
Waiting for a heart bypass  
Just 10,000 others and me

I'm not a priority listing  
Because I'm past my sell by date  
So I'm waiting to be recycled  
I just hope it won't be too late

It's funny the things that I'm missing  
The digging has had to stop  
So the garden is taking a back seat  
And I no longer shop till I drop

My walking boots sit in the corner  
A desolate look seems to say  
It's time you gave me an airing  
But we'll go walking another day



Bill



We're on the web!

[www.tarporleydoctors.gpsurgery.net](http://www.tarporleydoctors.gpsurgery.net)