

# The Spa Medical Practice

We are on the web:  
[www.spamedical.co.uk](http://www.spamedical.co.uk)

## NEWSLETTER

Summer 2014

Issue 3

### Introduction

Welcome to the Summer edition of the Newsletter of The Spa Medical Practice. This and future editions will inform you not only about The Spa Medical Practice but also wider issues that may affect your health and wellbeing. We would welcome your feedback, please drop us an email at [spappg@gmail.com](mailto:spappg@gmail.com)

**This issue we thought we would start with general information about your surgery which we hope you find useful**

### Surgery Opening Times




- The Surgery opens at 8.20am and runs from 8.30 am to 6.30pm Monday to Friday with extended opening hours until 8pm alternate Mondays and Wednesdays.
- For patients who have difficulty attending appointments during the week the surgery is open one Saturday per month (**When**)
- To book an appointment you can call the receptionist on 01905 772389 option 3, or option 1 to use the automated service or all in during opening hours

### Telephone consultations with your doctor



- You can request a telephone consultation at any time. If the GP feels the patient needs to be seen they will be given an appointment
- The consultations are normally morning slots with the your usual GP who will call back after morning surgery
- If your usual GP is not available then you will be given an appointment slot in the next available session
- If you call after 11:30 to request a telephone consultation then you will be booked in for the following day
- If you call after 11:30 to request a telephone consultation and it is urgent then you can speak to the duty doctor the same day

### When the Surgery is closed

- The out of hours number remains  111
- If you need to book/cancel or reschedule an appointment you can use the automated booking service by ringing 01905 772389 and press option one this is available 24 hours a day

## The Surgery is still taking on new patients

It is easy to register with the practice, just bring along your Medical Card which has your NHS number on it, alternatively you can complete a form at the Practice or print one from our Website. You will also be asked to complete a questionnaire, to enable us to follow up any Chronic Disease Management or Prescription process

## Clinics available at Spa Medical Practice

The Practice offers a number of clinics to its patients including , Heart disease, Diabetes, Hypertension, COPD and Asthma. You will be may be referred to one of these clinics if you suffer from any of these chronic conditions

**In light of recent media regarding Asthma here are a few tips that may help**



### Controlling your Asthma

- Always take your prescribed preventer
- Always carry your inhaler with you
- Attend your annual asthma check up with the nurse you can book an appointment on a Monday, Tuesday or Wednesday
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### Good Asthma Control

- No symptoms/ No need for reliever (blue)
- Action—continue with prescribed inhalers and attend annual review
- 

### Asthma Feels Worse

- More frequent symptoms/ using your reliever (blue) more than 3 times a week on average
- Action - Increase your reliever (blue) to every 4 hours as needed—no improvement make an appointment to see the asthma nurse
- 

### Poor Asthma Control

- Feeling unwell, not able to carry out every day activities , chest feeling tight, reliever not working
- Action: book an appointment today with the nurse practitioner TODAY , continue to use your reliever, if out of hours ring 111

### Severe Asthma Attack

- Too breathless to talk , feel as if you can't breathe
- Action: Take 10 puffs of your reliever via spacer if possible, if not better in 5 minutes dial 999, continuing to take one puff of your reliever every minute

## Who's who at Spa Medical Practice



### New Appointments

- Dr Alan Bardell Trainee Registrar joining August 2014  
Dr Chanal Nyenyenzi GP Trainee Registrar joined February 2014  
Dr Ravi Oozageer - Associate Joined February 2013
- Aparna Oozageer—Associate joined August 2013

### Other GPs at the Practice

Dr Anthony Kelly - Partner  
Dr Richard Kinsman - Partner  
Dr Jenny Steven - Partner  
Dr Susanna Panton - Partner  
Dr Jo Fitton - Associate

### IT Team

Clare Nicklin—Operations/IT Team Leader  
Ciaran Sheehan—Administration Officer

### Prescription Clerk

Ann Bishop

### Other Clinical Staff:

Ann Maxwell—Nurse Practitioner

### Administration/Reception Team

Anne Thwaites  
Alex Jones  
Sally Mountford  
Helen Boughton  
Paula Horton  
Susan Bailey

### Nursing Team

Caroline Gaynor—Practice Nurse  
Rebecca Choyce - Practice Nurse  
Caroline Allen - Health Care Assistant  
Carol Forrester—Health Care Assistant

### Management Team

Joy Smith—Business Manager  
Lynnette Taplin—Operations Manager  
Sandra Manton—Finance Officer

### Secretaries

Katie Duggan  
Karen Dolphin

**PRACTICE TELEPHONE NUMBER:-**

**01905 772389**

## PATIENT PARTICIPATION GROUP (PPG)

**The Spa Medical Practice Patient Participation Group has been formed by patient volunteers in order to represent patients' interests. It aims to identify patients' needs and to allow them to have a say in the services that the Practice provides. The PPG also assists and supports the Practice in responding to the needs of the patient community. Please check our notice board in reception for further information and events**

If you would like to join the Patient Participation Group please complete a questionnaire and return it to the Receptionist. You can also print this from our Website @ [www.spamedical.co.uk](http://www.spamedical.co.uk).



If you require further information please email the PPG Secretary: [ppgspa@gmail.com](mailto:ppgspa@gmail.com)

## DROITWICH COMMUNITY TRANSPORT

If you are unable to use public transport due to disability or age and have no access to a vehicle you may be eligible to use the above service. For more information contact Droitwich Community Transport on 01905 779778 or go to [www.droitwichcvs.org.uk](http://www.droitwichcvs.org.uk)

