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[www.spamedical.co.uk](http://www.spamedical.co.uk)



**PRACTICE TELEPHONE  
NUMBER:  
01905 772389**



**Autumn/Winter  
2017/2018  
ISSUE NO 8**

## Welcome to the Autumn/Winter 2017-2018 edition of The Spa Medical Practice Newsletter

We would like to wish our  
patients a  
**Merry Christmas and a Healthy New Year**

The Practice and the patient group welcome your feedback, please drop an email to the Patient Participation Group at [spappg@gmail.com](mailto:spappg@gmail.com)

There are three other ways to give feedback:-

- 1) We welcome your comments and feedback using Friends and Family Test Feedback cards. (available at the reception desk)
- 2) You are also invited to make suggestions by putting your comments on a form at reception and popping it in the prescription box.
- 3) Or leave a review on NHS Choices @ <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35321>



### CHRISTMAS OPENING HOURS

*Friday 22nd December—Open 0800—1830*

**Christmas Eve**

*Sunday 24th December —Closed*

**Christmas Day**

*Monday 25th December—Closed*

**Boxing Day**

*Tuesday 26th December—Closed*

*Wednesday 27th December—Open 0800—1830*

*Thursday 28th December—Open 0800—1830*

*Friday 29th December—Open 0800—1830*

**New Years Day**

*Monday 1st January—Closed*



**When the Practice is  
Closed**

**In an emergency you can contact:**

**The Out of Hours  
Service on 111**

**WE CONTINUE TO TAKE ON NEW NHS PATIENTS IF YOU LIVE IN DROITWICH SPA**

**Droitwich Medical Centre, Ombersley Street, Droitwich Spa, Worcestershire, WR9**

## Useful information to help over the holiday period

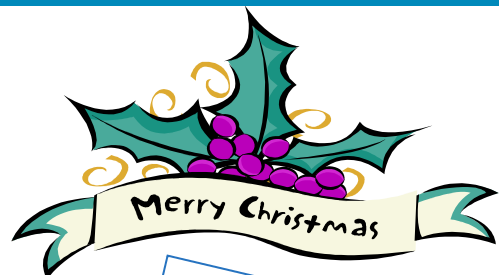
YOU CAN SPEAK TO YOUR PHARMACIST WHO IS A HIGHLY TRAINED HEALTHCARE PROFESSIONAL WHO CAN PROVIDE ADVICE ON COMMON HEALTH PROBLEMS AND PROVIDE YOU WITH THE BEST MEDICINES TO TREAT MINOR AILMENTS

They can help with ailments as below:-

|                 |                     |
|-----------------|---------------------|
| Coughs          | Bites and stings    |
| Colds           | Conjunctivitis      |
| Sore Throats    | Haemorrhoids        |
| Hay fever       | Nappy rash          |
| Allergies       | Teething and Oral   |
| Rashes          | Thrush              |
| Athletes Foot   | Scabies             |
| Earache         | Threadworms         |
| Headaches       | Sprains and strains |
| Migraines       | Cystitis            |
| Aches and Pains | Vaginal Thrush      |
| Constipation    | Head lice           |
| Diarrhoea       | Eczema              |
| Indigestion     |                     |

## Spa Medical Practice Fundraisers

Dr Steven ran the Worcester half marathon and raised £180 for the Samaritans



Jeans for Genes Day the Practice raised £30.00



**MY SWIM RIDE RUN**  
The tradition you can do in drinks, so you don't miss a beat.

Raised £433.80 for the British Heart Foundation, swimming, cycling and running.

REMEMBER TO ORDER YOUR MEDICATION IN TIME FOR THE CHRISTMAS BREAK, PREFERABLY PRIOR TO THE 18TH DECEMBER

THERE IS NO NEED TO DOUBLE UP ON YOUR MEDICATIONS AS WE ARE ONLY CLOSED 2 WORKING DAYS

YOU CAN ORDER YOUR MEDICATION ON LINE AND THIS WILL BE PROCESSED WHEN WE RE-OPEN

REMEMBER YOU CAN USE THE AUTOMATED TELEPHONE SYSTEM TO BOOK, CANCEL OR RE-SCHEDULE AN APPOINTMENT OR OUR ON LINE BOOKING SERVICE TO MAKE AN APPOINTMENT WHEN THE SURGERY IS CLOSED

THESE OPTIONS HAVE HELPED TO KEEP OUR DNA RATE DOWN  
OUR DNA RATE FOR GP APPOINTMENTS IS

A REMINDER TO PATIENTS IF YOU HAVE A CHRONIC ILLNESS AND HAVE BIRTHDAYS IN JANUARY, FEBRUARY OR MARCH

PLEASE MAKE AN APPOINTMENT FOR YOUR ANNUAL REVIEW NOW

## Spa Medical Practice Team

### Partners

**Dr A Kelly**



**Dr R Kinsman**



**Dr J Steven**



**Dr S Panton**



**Dr J Fitton**



### Associate GPs

**Dr A Bardell**



**Dr A Riley**



**Dr M Dhami**



**Ann Maxwell  
ANP**



**Mohammed Jivraj  
Clinical Pharmacist**



### Nursing Team

**Caroline Gaynor  
Practice Nurse**



**Sue Marsters  
Practice Nurse**



**Angela Lapworth  
Practice Nurse**



**Caroline Allen  
HCA**



**Beth Manton  
HCA**



### Anticoagulation Team

**Karen Read Maria Walker**



### GP Trainee Registrars this year are:

Dr Georgia Birch

Dr Armitpal Kundra

### Management Team

Joy Ireland—Business Manager

Lynnette Taplin—Operations Manager

Sandra Manton—Business & Finance  
Support Officer

### Administration Team

Katie Duggan—Medical Secretary

Karen Dolphin—Medical Secretary

Clare Nicklin—IT/Operations Team leader

Anne Thwaites—Appointments Coordinator

Helen Boughton—Administration Officer

Jo Morris—Administration Officer

Alex Jones—Administration Officer

Sally Mountford—Administration Officer

Charlotte Simms—Administration Officer

Rebecca Fernal—Administration Officer

Rebecca Hartle—Administration Officer

Fran Kiely—Administration Officer

Lauren Hill—Apprentice

Please look out for our next newsletter  
with photographs of this team

# 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 available from Reception. 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)



## Salt Day 22nd September 2017



**Thank you to all of those that supported us at Salt Day**

### A summary of the comments from the last Friend and Family Test Questionnaires

- \* Pleasant and helpful doctor
- \* Staff welcoming, made to feel that my symptoms mattered. The whole visit was pleasant
- \* Excellent Practice, excellent doctor.
- \* Friendly good service always
- \* Quick, efficient service, GP excellent and nurse was brilliant
- \* Many years of satisfactory service, appointments have always been available when needed
- \* Prompt appointment, friendly staff, always try to help
- \* Knowledgeable and friendly
- \* Prompt appointment, friendly staff, always try to help

