



## Gladstone Medical Centre Newsletter

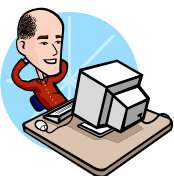
### Appointments and Booking

Gladstone Medical Centre has always taken pride in providing appointments within 24 hours for the non urgent cases and the same day booking for urgent appointment and for children (under 5).

However last year due to National Policy we joined in with the rest of the country on "same day booking" system. A number of patients have been dissatisfied with the system and it was also highlighted in the patient participation group.

*We have therefore decided to revert back to our own well tested and tried appointment system. You can now again ring up for appointments with any clinician.*

**E-Booking** We are proud to announce that from 1st June 2005, we will be piloting an exciting new development of internet appointment system, open 24h from the comfort of your own home and computer. We launched our Web Page in 2003 and regularly updated the web sites. The patients were already able to request their repeat prescriptions and also request for an appointment through our Web site



Now we would like to use **EMIS Access facility**. It is a web site module, which will allow patients to book/ cancel appointments, request repeat prescriptions and so on online. The registration process is simple - patients will need to have their own specific PIN number and password.. Once they have these they can access the site from the comfort of their home to book/ cancel appointments with their doctors (only).

### New Constructions



Construction at the new development commenced Aug 2004 in two phases. The first phase was supposed to have finished in 6-8 weeks time but hit problems due to issues with the builders. This phase is near completion and needs only minor works.

Phase II involves changes inside the building and will commence once the chemist moves to new premises at 249 Old Chester Road. (at the end of block). It is hoped that this will commence by the end of June.

The new extended premises hopefully should open in Sept-Oct 2005.

We would be looking to have a dentist and optician within the premises.

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### STAFF AT GLADSTONE MEDICAL CENTRE

#### DOCTORS

Dr. M. Salahuddin (Male)  
 Dr. K. Alauddin (Female)  
 Dr. J. McKay (Male)  
 Dr. A. Adegoke (Male)  
 Dr. S.S Garewal (Male)

#### Practice Staff

##### Practice Manager:

Debbie Portbury

##### Practice Administrators

Helen Davies,

Dhun Setna

##### Computer /IT Officer

Zubair Qureshi

##### Receptionists:

Joanne Griffiths (Asstt. Manager)

Jane Lydiatt (Sr.Receptionist),

Denise Breheny

Ann Mathews

Kate Mills

Margaret Altham

Leanne Henry

Michelle Bradley

##### Secretary:

Sue Steen

##### Nurse Co-ordinator:

Sue Passingham;

##### Practice Nurse

Mavis Garewal,

Wendy Cox

# Gladstone

**Caring-  
Approachable -  
Efficient and  
Friendly**

# Medical Centre

Dr M. Salahuddin (Exec) [Mohammad.salahuddin@gp-n85031.nhs.uk](mailto:Mohammad.salahuddin@gp-n85031.nhs.uk)

Zubair Qureshi (IT Manager) [Zubair.Qureshi@gp-n85031.nhs.uk](mailto:Zubair.Qureshi@gp-n85031.nhs.uk)

## Surgery news

### Quality Points– achieving targets

In keeping in line with the new Quality Agenda of the present government, the Practice again proved its commitment to quality. We have achieved **98%** on all clinical quality targets. We appreciate the patient's cooperation with our call/recall system by attending the surgery as and when requested. We are confident that with this cooperation we will achieve 100% quality agenda.

### Streamlining Referrals

Our computer department has been successful in amalgamating a majority of referral forms with our existing clinical system. This will not only reduce the pressure on doctors but also make the process of referrals quicker and efficient. You may not be aware that there are approximately more than 40 referral forms in use. In future we are planning to forward these referrals forms using email facility to achieve efficiency.

## News

### New Staff

**Wendy Cox**– our new practice nurse is now working full time. She trained as a registered nurse and midwife at Halifax General Hospital. She also has worked in BUPA hospital for 15 years and as a nurse manager for 10 years. Wendy has been with us since Jan 2005. She is running general Nursing clinics everyday except on Tuesday, Asthma Clinic on Friday PM, Stop Smoking Clinic on Wednesday PM

**Rachel Byron**– A Mental Health Graduate Worker running a clinic every Thursday. She sees patients with Mild –Mod mental health patients.

We are taking part in Mental Health Collaborative project.

**New Receptionist** We welcome are two new receptionist

**Leanne Henry**

**Michelle Bradley**

### CITIZEN ADVICE BUREAU Primary Care Advice Link Project

Citizen Advice Bureau can provide advice, advocacy, information & links to other organisation. Adviser is available at the surgery on Every Monday Afternoon, please contact the reception for further details.

**WE ARE ON THE WEB**

<http://www.gladstonemed.co.uk>

## Surgery Times

### Reception Open from

**Monday To Friday 8:30 am–12:00 noon**  
**2:30 pm–06:00 pm**

### Surgeries

**Monday To Friday 9:00 am –11.30 am**  
**4:00 pm – 6:00 pm**

### Please Help Us to Help You

**Emergency appointments** are only for

- Genuine emergencies.
- Do not request repeat medication or sick note.
- Only for one patient.

For our Quality Agenda and call recall system please make sure we have got your correct

- Telephone number And address so that the surgery administrator can ring you with your appointment

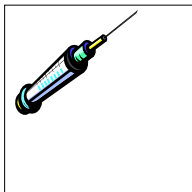
## Clinics

Immunisation	Monday	AM,
Baby Clinic & Post-Natal	Monday	AM
Minor Surgery	1st Wed of Month	
Phlebotomy	Wednesday	AM
CHD	Mon Wed	PM
Asthma	Friday	PM
Well Women	Mon Wed	PM
Diabetic	Mon Wed	
Podiatry	Thursday/Friday	
Ante-Natal	Thursday	PM
Elderly	Tuesday	PM
Stop Smoking	Thursday	PM
Counsellor	Tues/Thr	AM
MH Graduate worker	Thursday	All day

## Pneumococcal Immunisation

Pneumococcus is a bacteria that can cause serious pneumonia or meningitis. Although it can affect anybody, some groups of people who are more at risk of infection are advised to be immunised (suffering from Diabetes, liver, heart, lung disease, sickle cell, kidney or immune system is suppressed).

Please contact the surgery for Pneumococcal Vaccination especially if you are 65 or over



## Car Park Issue

As you would have seen a new parking area has open by the side of GMC PROVIDING 10 parking spaces. It has failed to relieve the parking pressure on the car park behind GMC. The practice is in discussion with the Borough Council to make this area available for sole use of our patients. We have not yet received any response from them.

*Any help or representation from the patient of this practice would be greatly appreciated.*