

# GLADSTONE MEDICAL

**NHS**

Beacon Services

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**Mr. Zubair Qureshi**  
**Ms. Debbie Portbury**

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## Gladstone Medical Centre Newsletter

Please find the 2nd issue of Gladstone Medical Centre Newsletter. We are very encouraged by the response we received from our professional colleagues and patients. We would like to thank for your time and effort for giving formal and informal advice and suggestions. In future we would like you to continue sending your comments and suggestions.

Special feature in this issue is our new service called 'Nurse Triage'

### New Services -Nurse Triage System

In order to extend the services offered to our patients, we have introduced a *Nurse Triage system* to the surgery since April 2002

It is to utilise the experience and knowledge of the practice nurses for patients treatment. It is used as a way of prioritising and organising the most appropriate care pathways for patients. It has already proven successful in many surgeries, directing patients to the best course of action. It releases GP's to concentrate on the patients who really need their expertise and care. It encourages and educates patients to manage their own illnesses.

**How will this work?** Patients calling the surgery for an acute problem can speak to the Nurse. They will have opportunity to discuss the problem in confidence with the Nurse, who can then organise an appropriate appointment or visit as required. She will also be available to give advice/ information on the best way to manage the condition and will be happy to speak to patients requesting advice about medical problems.

This service is available at the usual surgery number.

### New Services

The following new services were introduced in 2001.

- Cancer Care Clinic run by the Practice Nurse.
- An Elderly Clinic run by Dr S. S. Garewal (ex Arrow Park Hospital Consultant).
- A Smoking Cessation clinic run by nurse Sue Passingham.
- A CHD clinic run by nurse Sue. Passingham.

For further information please contact the reception or see one of the doctors.

### Celebrations at the Surgery

On 10th January 2003, staff at Gladstone Medical Centre will be Celebrating the achievement of "Investors in People Award" and Dr. Salahuddin and Dr. Alauddin's 25 years in the NHS.

Awards will be presented by honourable MP, Wirral Mr. Frank Field.

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### STAFF AT GLADSTONE MEDICAL CENTRE

#### DOCTORS

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

#### Practice Staff

##### Manager:

Debbie Portbury

##### Ass. Manager:

Lorraine Jones

##### Computer /IT Officer

Zubair Qureshi

##### Receptionists:

Joanne Tollerton.

##### (Senior):

Jenny Mills,

Jane Lydiatt,

Racheal Lowe,

Tracy Davies,

Denise Breheny

##### Secretary:

Sue Steen

##### Nurse Co-ordinator:

Sue Passingham;

##### Practice Nurse

Mavis Garewal,

Julie Sowery

**Gladstone**

**Caring-  
Approachable –  
Efficient and  
Friendly**

**Medical Centre**

**A Very Happy New Year**

## Surgery news

Practice Nurse Sue Passingham who recently trained for "Nurse Triage" will be available one day a week on Wednesday, to give advise and support on minor illnesses.

The practice has been running smoking cessation clinics for the past two years to give advise and support to people who wants to stop smoking. It is an eight week course to attend for advise and support. This is one of our very successful clinics, we are very encouraged by number of people who stopped smoking after attending this clinic. Currently we have more quit rate then other surgeries. Total 69 attended the clinic out of which 41 successfully quit smoking

### ACHIEVEMENTS

As we are constantly striving to achieve excellence in primary care, we continuously monitor, apart from other things, to have best people. We are proud to announce that recently we have received a prestigious "Investors in People" award.

## Surgery Times

### Reception Open from

**Monday To Friday** 830 am–1200  
2.30 pm–1800  
**Saturday** 830 am–1200

### Surgeries

**Monday To Friday** 9000–11.30  
1600–1800

**Saturday** (Emergencies only)

## Clinics

Immunisation	Monday
Baby Clinic & Post-Natal	Monday
Minor Surgery	1st Monday of Month
Phlebotomy	Monday/ Wed
CHD	Thursday
Asthma	Tuesday
Well Women	Friday
Diabetic	Wednesday
Podiatry \ Chiroprody	Thursday
Ante-Natal	Thursday
Elderly	Tuesday
Stop Smoking	Thursday
Counsellor	Friday/ Sat

## FLU VACCINATION

Influenza is a highly infectious illness caused by a virus. Flu is spread by coughs and sneezes from people who are already infected with the virus. Like previous years, the surgery is offering free flu vaccinations for:

- People 65 years old or over
- People with Chronic heart or chest complain, Chronic Kidney disease, diabetes.
- Lower immunity due to a disease or treatment.

If you are one of the above, please contact the surgery for an appointment.

(if not sure contact your GP)

## Emergencies

In an emergency you can dial 999 for an ambulance or go straight to the A & E (Casualty) department of a hospital. If you're not sure what to do, call the NHS Direct. These may be some of the signs of an emergency:

- Severe chest pain
- Breathing difficulties.
- A high temperature or fever.
- Bad injuries.
- Head injuries.
- Broken bones.
- Sudden severe pains.
- The person has collapsed, is unconscious and cannot be woken .
- Bad burns or scalds.
- Vomit or diarrhea containing blood.
- Nose bleeds.
- Serious allergic reactions Watch out for: swellings, especially the lips and eyelids.
- Serious sunburn.

Give a thought to  
Your GP

### To help your doctor help you:

- keep your appointment on time.
- One appointment is for one person only.
- If you need to change or cancel your appointment, please telephone the reception ASAP –Thanks.

## Awards

Gladstone Medical Centre winner of the following prestigious awards:-

- Merit Award for Practice 1997 Teambuilding;
- Clinical Excellence 1997 (Cardiology);
- Clinical Excellence 1998 (Gastric Diseases);
- Beacon Practice 1999 (Effective Prescribing);
- Beacon Practice 2000 (Effective Prescribing);
- Beacon Practice 2001 (Effective Prescribing);
- Investors in People award 2002

## What is MMR?

MMR vaccine protects your child against measles, mumps and rubella. It is given to children at 13 months and again before they go to school. The second dose protects anybody who did not respond to the first dose.

**Measles** can be a serious illness that the vaccine protects. There are often complications from measles and it can still kill.

**Mumps** vaccine prevents mumps, which was the biggest cause of viral meningitis in children.

**Rubella** vaccine prevents babies being badly damaged if their mother catches rubella when pregnant.

(For further information and advice please contact the surgery)