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**April 2019**

## NEWSLETTER APRIL 2019 EDITION

The Doctors and Staff at Gladstone Medical Centre welcome all new and existing patients. This year we have introduced various new services in conjunction with Wirral CCG and Wirral GP Federation. We have been a member of GPW-Fed for around a year and have signed up and hosted various services provided by the Federation to our practice patients. In addition to our General Practice Services we are offering Weekend Extended appointments, state of art Tele-ECG technology and Tele-Dermatology. We will continue to offer new and improved services for our patients.

Thank you once again to all our patients who have provided us with feedback. This has helped in improving service. Please continue to provide feedback through our NHS Friends and Family questionnaires and also through the National GP Survey.

### Welcome to our New GP Partner—Dr M Paracha

We are thrilled to welcome Dr M Paracha who has joined the practice as a GP Partner from 1st April 2019

Dr. Paracha was educated on the Wirral prior to receiving his medical degree from Newcastle University as one of the fast-track graduates. He also holds a Bachelor of Sciences in Clinical Sciences & is a Member of the Royal College of General Practitioners. He trained in London at University College London Hospital NHS Foundation Trust and in Manchester at the Royal Manchester Children's Hospital & St. Mary's Hospital where he received excellent patient feedback. Dr Paracha believes in personalised patient care.

### Need Weekend or Evening GP Appointments?

From 06th April 2019, Gladstone Medical Centre is providing weekend GP appointments every Saturday from 09:00 am to 1:00 pm. This service is provided in conjunction with GPW-Federation and is available to Wirral-Wide patients. The facility is also available to our Practice Patients and is meant for those who are working or cannot book appointments during weekdays. In addition to practice in-house weekend appointments, Wirral Extended Access Service is also available at various locations on Weekdays Mon– Fri 06:30 pm to 08:00pm and weekends Saturday and Sunday 08:00 am to 08:00pm. This is also available to our practice patients and you can contact reception during practice opening hours to avail this service.



**To book an appointment at a location and time suitable for you please contact reception at 0151 645 2306.**

### Increased Clinician Appointments

Keeping in view excellent patient service, the practice is now providing additional clinical sessions for GPs, Nurses and Phlebotomist. Extra GP clinics are provided on Mon, Thurs and Fri. We have increased nursing sessions from May 2019 by recruiting new member of staff. We have also increased number of pre-bookable appointments with our Phlebotomist. We will continue to provide a streamline service where one of the partners will be available every day.



### Call 111– Non Emergency Number

111 is the NHS non emergency number– it is fast, easy and free. Call 111 and speak to a highly trained advisor supported by healthcare professionals. For immediate, life threatening emergencies call 999.



**Feel free to visit our website at [www.gladstonemed.co.uk](http://www.gladstonemed.co.uk)**

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## Our Staff

### Doctors

Dr. M. Salahuddin (Male)  
Dr. K. Alauddin (Female)  
Dr S Mehboob (Female)  
Dr. M. Paracha (male)

### Practice Nurses

Louise Rendell  
Laura Williams

### Practice Pharmacist

Kaye Edwards

### Business Manager

Muhammad Ahmed

### Practice Manager

Helen Davies

### Practice Administrator

Dhun Setna

### Secretary

Sue Steen

### IT/ Data Manager

Zubair Qureshi

### Snr. Receptionist

Cathy Pennington

### Receptionists

Kristen Corkish  
Chelsea Stenhouse  
Natalie McWha  
Elizabeth Frost  
Jenna-Lee Davies

**Gladstone**

**Caring,  
Approachable,  
Efficient  
and Friendly**

**Medical Centre**

## Surgery News

**New GP Partner:** Dr M Paracha has joined us as a GP Partner from 1st April 2019.

**New Nurse** – We welcome Nurse Laura Williams who is joining the team from May 2019. Laura is an experienced Practice Nurse and will bring in more nursing appointments for our patients.

**Weekend Appointments** - As part of Wirral Extended GP Access Service, the practice is now providing weekend appointment to all registered practice patients and Wirral Wide Patients.

**Partner Resignation**— Dr A Adegoke has resigned as Partner at the practice. We wish him best of luck for his future endeavours..

**Patient Participation Group** We aim to gather the views of patients and need views of people with various age groups, ethnicity, working and retirees. If you wish to join the group, please complete the Patient Group Sign-up Form which is available from the reception. . You can also email to the surgery at [WICCG.Gatekeeper-n85031@nhs.net](mailto:WICCG.Gatekeeper-n85031@nhs.net) with the subject as “**Getting Involved**”

## Surgery Opening Times

**Phone Access (Mon to Fri):**  
**08:00-18:30**

**Reception Access (Mon to Fri):** **08:30-18:30**

## Doctors Rota

Days	Morning	Afternoon	Late Evening
<b>Monday</b>	Dr Mehboob, Dr Salahuddin, Dr. Alauddin	Dr Mehboob Dr Salahuddin	Dr Mehboob
<b>Tuesday</b>	Dr Mehboob, Dr Paracha, Dr. Alauddin	Dr Mehboob Dr Paracha	
<b>Wednesday</b>	Dr Mehboob Dr Paracha	Dr Mehboob Dr Paracha	Dr Salahuddin
<b>Thursday</b>	Dr Mehboob, Dr Salahuddin, Dr. Alauddin	Dr Mehboob	
<b>Friday</b>	Dr Mehboob, Dr Salahuddin, Dr. Alauddin	Dr Mehboob	
<b>Saturday</b>	Wirral Wide Extended Access (09:00 to 1:00pm)		

We have a number of same day emergency appointments  
Please ring the reception early in the morning if you need one.

## Contact us

We welcome any comments and feedback from our patients. You can either use NHS Friends and Family Test form, feedback on website or speak to our Practice Manager **Helen Davies** (0151) 645 2306 / 645 3738

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

## Patient Participation Group

We have a very active Patient Participation Group and we welcome feedback provided by our Patients. **Mr T Delaney** is the current PPG Chairman and we are thankful to the whole group for helping us shaping patient care. If you wish to join our PPG Group please email [wiccg-gatekeeper.n85031@nhs.net](mailto:wiccg-gatekeeper.n85031@nhs.net)

## Other News

### NHS Health Check

We are contacting patients aged 40-74 based on a eligibility criteria to provide free NHS Health Check reviews. Please ring reception for more details.

### Tele-ECG

Gladstone Medical Centre in collaboration with GPW-Fed has signed up to provide state of art technology Tele-ECG service to our patients. It is an immediate service which enables GPs to make immediate & better informed diagnosis for the patients and triage/ management decisions.

### Tele-Dermatology

We have started this service and will help in providing timely diagnosis for our patients

### HCA Jane Lydiate

We are deeply saddened to announce the loss of our colleague Jane Lydiate who passed away on 25/03/2019. We extend our deepest condolences and sympathies to her daughter Becky and partner Steve. She had been a part of our team since 2000. Sge will be truly missed

### Online Access

Request your prescriptions, book your appointments and submit your comments and suggestions online.

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

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