



Springfields PPG Newsletter

Number 17 – September 2017

Chairman Mr Peter Wilson

Website- www.springfieldspg.co.uk

Introducing our Medical Staff at Springfields Medical Centre

Dr Neetika Aggarwal



I joined Springfields Medical Centre in 2010 following completion of my GP training in Salford. I originally completed my Medical Degree at University of Manchester.

I have completed the Diploma in the Primary Care Management of Diabetes and subsequently with the support of the Practice nurses look after the Diabetic Patients.

I completed a diploma in Obstetrics and Gynecology during my GP training and also have an interest in Women's Health.

I also have an interest in teaching and training and I currently supervise the Foundation Year 2 Doctors who come from the hospital on 4 monthly Rotations to gain experience in General Practice.

Dr Flora Kyriakou

I joined the Practice in May 2015. I was born and raised in Athens, Greece and have lived in the UK since 2003.

I completed my GP vocational training in 2014 in the Mersey Deanery. I worked as a sessional GP in Liverpool for the first few months after I qualified and I worked as a salaried GP for a brief period in Warrington before joining Springfields Medical Centre.

I have a special interest in dermatology and I have recently completed a 3 month course "Introduction to Dermoscopy" from Cardiff University. I am hoping to expand my practical skills more and a future plan would be to set up also a Minor Surgery Clinic.

I carry out the six week baby checks.

I am fluent in Greek and also fluent in Romanian and German



Dr Gareth Cox



I joined the Practice in October 2016.

I was born in Warrington. I completed my medical training at Liverpool University. After this I worked in Southport Hospital for 3 years, it was here I decided my love was for General Practice, which saw me move back to Warrington to work as a GP in Stockton Heath.

I have now worked in General Practice for 10 years. Over the years I have developed interests in both care of the elderly and musculoskeletal/sports medicine. I also have an interest in men's health. I carry out the six week baby checks

Outside of work I have a busy family life with two young children and 3 black Labradors.

I am a lifelong Manchester United supporter and enjoy following the ups and downs of the Warrington Wolves. I have also been known to play tennis and golf when allowed!

Mr Mehrad Hosseini – Clinical Pharmacist

Graduated from University of Bradford in 2010 and completed a Post Graduate Hospital Clinical Diploma in 2014. Worked in hospital pharmacy for over 5 years and rotated through various specialties including General Medicines, Renal, Cardiovascular, General Surgery and medicines information.



As Mehrad's role is new to the practice we thought it would be good to ask him some questions regarding his role at Springfields

- 1 Why should we the patients have a consultation with you? – I am able to spend more time with patients. Consultation is more medication centred and will help patients understand what their medication is for and if they are taking it correctly
- 2 Are you fully qualified? – Yes. Training as a Pharmacist takes 5 years, I have an M Pharm degree. I also did 2 years post qualification which is a more clinical diploma
- 3 Why should we see you instead of the Doctor? – As indicated in question 1, I am able to spend more time with patients than a GP and if your query is relating to medication, due to my training I am in a better position to advise you. You also then have a point of contact for future medication queries
- 4 Will you discuss with the GP my individual case? Yes If I need to discuss to your case with your GP
- 5 If I agree to see you can I also see the Doctor? Yes
- 6 Can you prescribe medication? I am unable to prescribe medication until I have completed my prescribing course in February 2018 but if you require a prescription I can organise this for you and have it signed by a GP
- 7 Can you write up my prescriptions / change them? Yes GPs often forward hospital letters and discharge summaries to me which have medication changes on
- 8 When can I see you and how do I make an appointment? I work every Tuesday afternoon and Wednesday morning. To arrange either a telephone consultation or face to face appointment please telephone reception and ask to see/speak to the Clinical Pharmacist. The Receptionist will ask you for a brief description of the problem
- 9 How long will an appointment last? This depends entirely on the query, I will give you as long as you need
- 10 Will your advice and recommendations be added to my records? Yes
- 11 Do I have to pay to see you? No
- 12 Will you follow up my case and monitor results? Yes
- 13 When are you available for consultation? Tuesday afternoon and Wednesday morning
- 14 If discharged from hospital will you be able to assess any medication proposed and advice? Yes
- 15 Is it intended for this service that you provide to be a supplement to that given by the Doctors? Yes.
- 16 Are you an alternative to seeing the Doctor? This depends on the problem. I can deal with medication queries, medication following discharge from Hospital, advice on side effects, general advice on urine infections, sunburn, head lice, common coughs and colds, diarrhoea and vomiting, indigestio

SPRINGFIELDS MEDICAL CENTRE



A GUIDE FOR YOUNG PEOPLE

TALK TO US

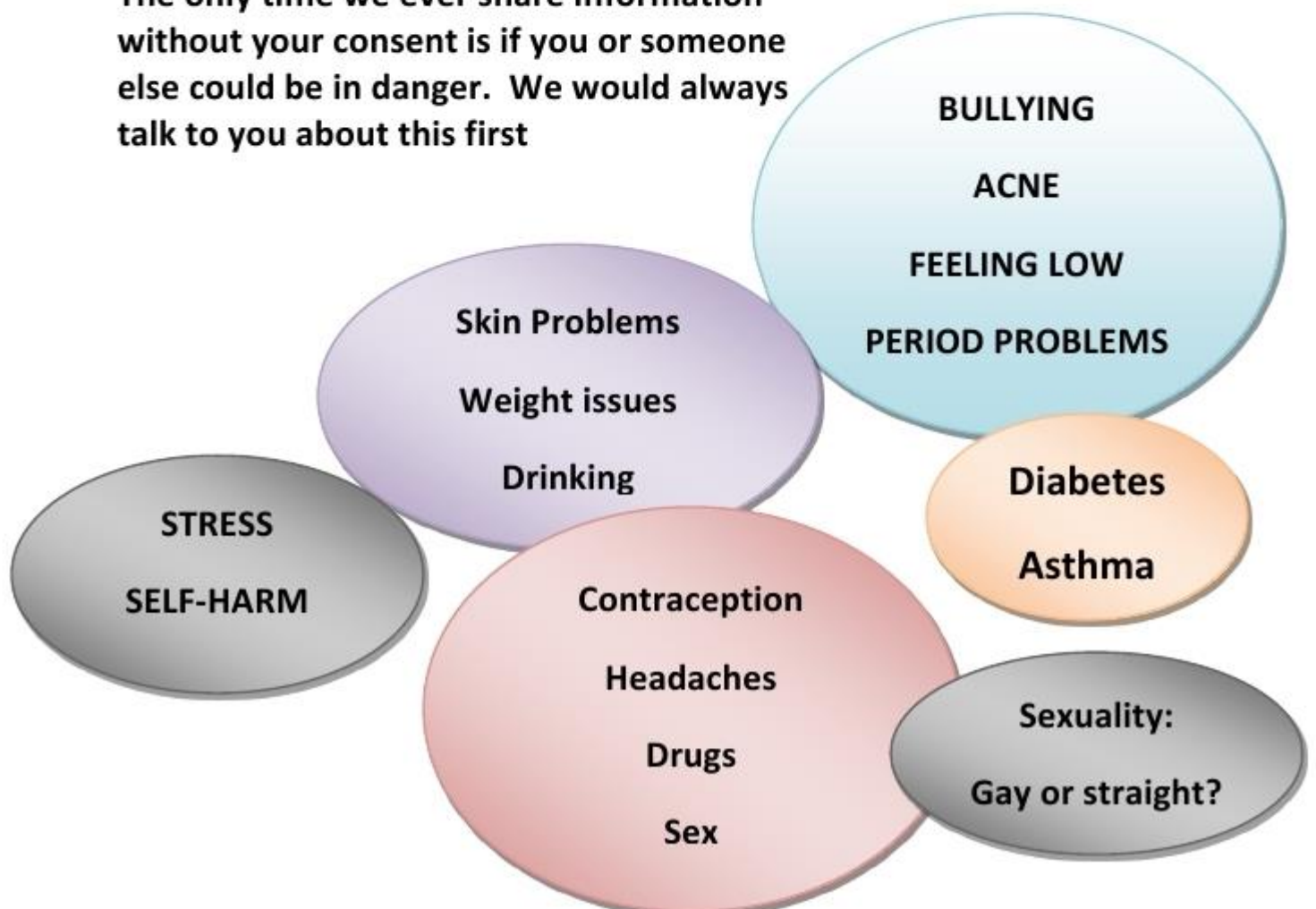
IS SOMETHING WORRYING YOU?

CONCERNED YOUR DOCTOR MAY TELL?

We provide a *CONFIDENTIAL* service to all our patients, including under – 16s.

This means we won't tell anyone else about your visit without your permission (sometimes called consent)

The only time we ever share information without your consent is if you or someone else could be in danger. We would always talk to you about this first



BULLYING

ACNE

FEELING LOW

PERIOD PROBLEMS

Skin Problems

Weight issues

Drinking

STRESS

SELF-HARM

Contraception

Headaches

Drugs

Sex

Diabetes

Asthma

Sexuality:

Gay or straight?



Hello, my name is Lottie and I am the Young Person's Champion at Springfields Medical Centre.

My role is to help you to understand what care is available at the Practice and how best to access our services.

If your parent/guardian has always made and attended Surgery appointments with you, it may be confusing how you can arrange to see a GP or a Nurse yourself. Don't be concerned I can always explain how we work to you, don't be frightened of asking.

Do you know.....

1. How to book an appointment at the surgery?

If you want advice about a health problem you can now have an appointment by telephone and speak directly to your doctor by phone on the day that you call. You can use the telephone appointment service for urgent and non-urgent appointments.

This is how it works:

- Call us on the main surgery telephone number and ask to make an appointment with the doctor/nurse (the best time to telephone is from 8.15 am)
- The receptionist will ask you for your name and telephone number. If you need to speak to the doctor/nurse urgently because it is an emergency, tell the receptionist straight away.
- The receptionist will ask you for a brief description of what is wrong. You don't have to tell the receptionist if you don't want to but it helps the doctor/nurse decide whom to prioritise for a call back based on clinical need.
- If you want to talk to a specific doctor/nurse, tell the receptionist. Where possible they will arrange it.
- The doctor/nurse will call you back and you can talk to your doctor/nurse about your health problem in the same way you do if you come into the surgery for your appointment.
- If your doctor/nurse thinks you need to come into the surgery to be seen, or if you would still like to come in, your doctor will make an appointment for you.

2. How to order a prescription?

If you take regular medication you can order this in the following ways:

- By calling into the surgery and filling out a prescription request form
- On-line (you will need to register for on-line services to do this)
- By posting your request to us.

For safety reasons we cannot take prescriptions over the telephone

3. Did you know we have a website you can use if you are unsure about any of our services?

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

4. You can register for on-line access to book, cancel, view appointments online and receive SMS reminders and messages

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

5. Download our App

Visit our website <http://www.springfieldsmedicalcentre.co.uk/> Select Repeat Prescriptions, scroll down to the end of the page and you can download the App from here

6. Parental consent – if you still wish your parent/guardian to have access to your records and speak to a Clinician on your behalf, we need written consent from you

Parental Consent - if you still wish your parent/guardian to speak to a GP/nurse on your behalf we require your consent. Please ask for a consent from which you need to complete and sign which will then enable us to add your parent/guardian's details to your medical records.

If you wish to discuss any of the above with me or if you just want to speak to me for advice on something which is troubling you, please telephone the surgery on 01925 843880 and ask for Lottie