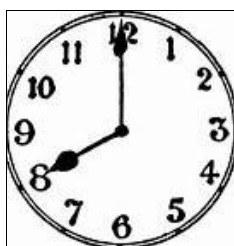


Dr Astbury & Partners

St Luke's Primary Care Centre

Newsletter Summer 2014

**DON'T FORGET OUR LATE
EVENING SURGERY TILL
8pm ALTERNATE TUESDAYS
AND WEDNESDAYS**



OPENING HOURS (phones
and reception)

Mondays: 7.00am—6.30pm
Tuesdays: 7.00am—6.30pm
AND alternate weeks till 8.00pm
Wednesdays: 7.00am—6.30pm
AND alternate weeks till 8.00pm
Thursdays: 7.00am—6.30pm
Fridays: 7.00am—6.30pm

CONTACT US

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01604 751832
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Website:
www.drastburyandpartners.co.uk
Online prescriptions & telephone
consultation bookings:
<https://systmonline.tpp-uk.com>

Partnership Changes

Welcome to the Summer 2014 edition of the practice newsletter.

The practice is currently going through a period of change which will see us welcome new doctors and say goodbye to some very familiar faces.

October will also see the much deserved retirement of Dr Astbury. Dr Astbury has been with the practice for 35 years and will be sadly missed by staff and patients alike but I am sure you will join us in wishing him a long and happy retirement.



A MESSAGE FROM DR ASTBURY:

"I have decided that I will retire from the practice in October. I have been a partner since 1979 and senior partner for the past eight years. During my time we have seen the practice grow remarkably and particularly in the past few years as we have been busy developing the new primary care centre that is St Luke's.

I have felt privileged to have been able to care for my patients and to try to help through the ups and downs that life brings. Though I will be sorry to leave I feel I will be leaving the practice in a very good place. We have excellent

facilities and offer more services than ever before. We have a great team of doctors, nurses and caring reception staff and we have worked extremely hard to improve access for patients to our services.

I am looking forward to spending more time with my family and especially my grandchildren."

There is a message book at reception for anyone who would like to leave a message for Dr Astbury



And finally October will also see the retirement of Graham Jamieson our Managing Partner. Graham has been with the practice for 11 years and has steered us through some very significant changes, not least the building of St Luke's Primary Care Centre, and the moving of Duston Medical Centre and Harlestone Road into the new Centre once building was complete. Again, I am sure you will join us in wishing him a long and happy retirement.

The practice will then welcome Alison Pound as our new practice manager who is currently working in this role at another local practice.



Other doctor changes



Due to new doctors joining the practice, some of our current doctors are changing their working patterns.

With immediate effect Dr Howseman has reduced the number of days that he is at the practice to enable him to give more time to commitments that he has at the local CCG (Clinical Commissioning Group).

In October Dr Rogers and Dr Adams will also be reducing the number of days that they are at the practice. Both Dr Adams and Dr Rogers will be available in the practice for 3 days per week.

An overview of the days that each doctor is working is available on our website.



We will then be welcoming Dr Asad (female) who is joining us permanently at the beginning of September working 3 days per week. Dr Asad has been with us for a few months providing regular locum cover and it is likely that a number of our patients may already have met her. We look forward to her becoming a regular part of our team.

October will also see us welcome Dr Faisal (male) into the practice permanently. Dr Faisal has been with us for some time as part of his training as a registrar and we are delighted that he has chosen to stay with us once he qualifies. Dr Faisal has a special interest in cardiology.

And finally, in August we will be saying goodbye to Dr Shenton (male) who has been with us for 4 months as part of his registrar training rotation. Dr Shenton will now spend a final year working as a GP before he fully qualifies and we wish him well.



He will be replaced by Dr Ali (female) who will also spend 4 months with us as part of her training rotation.

NEW telephone options

As you will be aware, the practice has been working hard to try to improve telephone access to patients.



At the start of June the practice launched a service called Patient Partner. This service enables patient to book a telephone consultation with a GP using an automated service. This is not compulsory and patients are still welcome to speak to a member of the reception team if they feel more comfortable doing so. However there are some significant advantages to using the automated option:

- You do not have to queue to speak to someone, even at peak times
- You can call us any time 24/7 even in the middle of the night to book an appointment (appointments are made available from midnight for that day)
- You can check or cancel a telephone consultation that you already have booked
- You can select whichever doctor you prefer

All you need, to use this service is your date of birth and your telephone number. These are the 2 unique identifiers that the system uses to find you. You may need to check with a member of the reception team to ensure that we still hold an up to date contact number for you.



We also offer on line booking for telephone consultations with the doctor. These can also be booked 24/7. When booking via the on line system you also have the option to specify if your availability to receive a telephone consultation is restricted.

We hope you find that these new services improve your access to us.

Don't forget— telephone consultations have not replaced face to face consultations. You can still see your doctor for a face to face consultation. Your initial contact will be through a telephone consultation where the doctor will arrange a face to face consultation as necessary