

Prestige Medical Group Newsletter

APRIL 2019

STAFF CHANGES

Retirements...

We have recently seen the retirement of 3 valued members of our team.

Gill Scott our Practice Nurse previously from Oxford Road Medical Centre retired back in May of last year after 17 years of service.

One of our long serving Practice Nurses Judy Greenwood left us in November of last year. She had worked for the practice for almost 17 years working closely with our respiratory patients.

Alison Ashworth our Advanced Nurse Practitioner also retired in January of this year. Alison was a key player in the development of our 'Same Day Service' and was a valued member of the clinical team.

We wish them all great happiness and health in their retirement.

Our merged practice 1 year on

We have now completed one year of being a merged practice. The last twelve months have been a challenging time in many ways.

Merging our clinical database and synchronizing our systems have been a major part of our focus.

As a result of our commitment and dedication we have gone from being two separate practices to become one practice that delivers a service across three sites.

In order to maintain good communication throughout the

We do however welcome new members to the Prestige Medical Group team.

Sarah Frost has joined us. She is an experienced Practice Nurse working full-time. Her specialisms are in respiratory and Diabetes.

We are also pleased to announce the recruitment of our Practice Nurse Joanne Motley. She joins us from a background outside of general practice ready to be developed into a key member of our nursing team.

We have also been successful in agreeing a 12 month contract with Advance Nurse Practitioner Sharron Deane. Sharron is working as part of our Advanced Nurse Practitioner team in managing the 'Same Day' demands.

Rebecca Allum has secured a further 12 month contract in her developing role as Physician Associate within the practice.

practice a variety of teambuilding events have taken place. These have proved to help develop a strong basis for teamwork that hopefully is reflected within our day to day delivery of our service.

To best balance the demands of the three sites and to offer consistency our staff rotate to cover the needs of our patients. We are continuing to standardize our ways of working and develop staff further to enhance our service.

We would like to thank you for your support over the last 12 months.

Dates for your Diary

We are closed

*Good Friday 19th April
2019*

*Easter Monday 22nd
April 2019*

*May Day Monday 6th
May 2019*

*Spring Bank Monday
27th May 2019*

**THE OUT OF HOURS
GP SERVICE PROVIDES
EMERGENCY COVER
ON BANK HOLIDAYS.
RING 111 TO ACCESS
THIS SERVICE.**





Need an appointment?

Extended Access Appointments

The East Lancashire Federation launched the 8 – 8 service back in October last year. This service is now being run in Burnley, Pendle, Rossendale, Ribblesdale & Hyndburn.

The purpose of this service is to offer pre-bookable, routine appointments

Monday to Fridays 6.15pm until 8.45pm and Saturdays 9.45am until 4.15pm.

The pre-bookable appointments for Burnley are held at St Peters Health Centre and are with GP's, Nurse Practitioners as well as Practice Nurses. These appointments allow flexibility for patients who struggle to

attend within normal working hours or those that wish to access one of the other sites and not just the one in their own locality (subject to a Data Sharing Agreement). Only when a patient attends an appointment will access be gained into their medical record.

Patients can book directly into the service via our receptionists.

Please note: The service is currently unable to issue sick/fit notes or refer direct.



PARKSIDE SURGERY
01282
731444

OXFORD ROAD MEDICAL CENTRE
01282
731650

FOXCROFT SURGERY
01282
731460

Prestige Medical Group

Patient Participation Group

We are always pleased to receive constructive feedback regarding our services and strive to make improvements where possible.

The Patient Participation Group is a dedicated group who has a shared interest in improving the service we offer to our patients. It encourages everyone to share their opinions and ideas within a supportive environment.

We are always looking for new members to join the group.

You don't need to be available for lengthy meetings as the majority of being part of the group is email based. Your input/knowledge and perspective is valuable to us.

If you are interested in contributing in improve the service you receive from Prestige Medical Group then please leave your details at reception.

CONTACT DETAILS

PLEASE REMEMBER TO INFORM THE SURGERY IF YOU CHANGE YOUR CONTACT DETAILS INCLUDING ADDRESS, PHONE OR MOBILE NUMBER