

# Hawkley Brook Medical Practice Winter Newsletter

## Who we are

We know that it has been a long time since we saw some of you and we wanted to take this opportunity to reintroduce ourselves. Dr Ollerton retired in April of this year and he will be missed by us all- he was a dedicated and generous colleague.

### Dr Misterek (m)

Dr Misterek moved to the UK from Poland in 2005. He has been a GP partner for a number of years having worked alongside Dr Ollerton since 2006. He is a GP trainee supervisor for our junior doctors.

### Dr Vallabh (m)

Dr Vallabh joined the practice as a partner in December 2020. He graduated from Newcastle University in 2008 and completed his GP Training in Wigan. Dr Vallabh has roles outside the practice as the Clinical Director of SWAN PCN. In practice he is a supervisor for the training doctors and has an interest in chronic disease.

### Dr Luke (f)

Dr Luke graduated from Norwich Medical School in 2012 and completed her GP training in Wigan. She recently became a partner at the practice following Dr Ollerton's retirement. She is interested in women's health, is a trainee supervisor and also teaches GP trainees across the borough communication and consultation skills.

## Strep A

There is a higher than usual level of Strep A circulating at the moment. This is a common infection which often causes no symptoms but sometimes can cause scarlet fever which may be severe.

Please look here: [Scarlet Fever and invasive Group A strep](#) for advice for parents and carers and contact us if you have concerns about your child.

## What you said

Patients want it to be easy and quick to see their GP

## What we did

We are proud that in 2022, all of our patients got a GP appointment on the same day they asked for one, compared to a national average waiting time of around 10 days for a routine appointment.



**Armed Forces veteran friendly accredited GP practice**

Did you know that we are a Veteran friendly accredited GP practice?

This programme supports practices to deliver the best possible care and treatment for patients who have served in the armed forces.

## PPG

Do you want to be part of our Patient Participation Group?

This is a group of patients who help us shape the future of the practice and also organise educational and charity events for our patients. Contact the practice if you'd like to be involved!

## GP appointments

Since the introduction of Ask My GP during covid, many of our patients find it easier to request a GP appointment online- to do this go to our website and click the AskMyGP banner on our homepage.

Using AskMyGP means our doctors can respond to you in real time and frees up our phone lines for other requests and queries. However, for anybody who is unable to use the internet you can still call the practice in the usual way and a member of our reception team will put your request through to the GP.

For more help, please visit our website or ask in practice for a copy of our AskMyGP user guide leaflet.  
[www.hawkleybrookmedicalpractice.nhs.uk](http://www.hawkleybrookmedicalpractice.nhs.uk)



# Did you know that we are part of a group of practices called a Primary Care Network (PCN)?

## SWAN (South Wigan and Ashton North) PCN

We are part of SWAN Primary Care Network, which consists of 8 local GP practices located in South Wigan Ashton North area.

We work together across GP practices, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to our local population.

Being part of SWAN means that we can offer extra services to our patients, that we wouldn't be able to deliver on our own.

## First Contact Practitioners

A first contact practitioner (FCP) is a highly experienced physiotherapist who has the advanced skills necessary to assess, diagnose and provide appropriate treatment or referral for musculoskeletal problems when they visit their GP surgery.

You may be referred directly to the FCP without having to see a GP first.

## Pharmacy Technicians

Pharmacy Technicians are experts in medicines and how they are used. We are very fortunate to have clinical pharmacists in our team as they can help our doctors and nurses to spend more time with patients.

## Mental Health Link Worker

Living Well Mental Health Practitioners do mental health support differently, with a focus on your skills, aspirations, and experiences.

Mental health link workers support people experiencing difficulties with their mental health and wellbeing – for example low mood, depression, anxiety & loneliness.

## Network Internal Referrals

We can provide some important treatments without having to refer you to hospital.

This includes:

- Minor surgery (Joint Injections / Lumps & Bumps)
- Gynaecology appointments
- Coil Fittings & Implant Fittings
- Ring Pessary Service



## Community Link Workers

The community link worker service offers information and advice about Community services targeted at patients' specific needs.

They are not medically trained; however they offer a link to services to help improve people's health and wellbeing. Including, linking adults up to services that help with money worries, mental health issues, debt, benefits and welfare, unemployment, social isolation, bereavement, or housing.