



DARLINGTON PRIMARY CARE NETWORK Newsletter

Connecting Darlington's communities with their local GP practice



What is Darlington Primary Care Network?

Primary Care Networks (PCNs) form a key building block of the NHS long term plan.

By bringing General Practices together to work in partnership, it's hoped that this will improve the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients; and to more easily integrate with the wider health and care system.



Another winter means one very important thing in Darlington Primary Care Network: flu jab season is underway!

This year we were privileged to have Darlington daredevil Nancy Spencer (above) help us launch our annual flu jab drive. You can read all about Nancy's antics on Page 6.

Because of this, combined with her lifelong dedication to getting her annual flu-jab, we couldn't think of a better 'poster girl' for this year's campaign.

If you haven't had yours yet, you can easily book it in by contacting your local medical practice.

From all of us at Darlington PCN, wishing you a Merry Christmas, and a very Happy New Year.



GP appointments are free, but what are the hidden costs?

Have you had to miss an appointment with the GP because you couldn't take the time off work? Has the cost of transport been so unaffordable that you were unable to attend your appointment? Are you able to afford your prescriptions?

Children North East (CNE) is partnering with Darlington Primary Care Network to understand the financial barriers impacting access to healthcare.

As part of the collaboration CNE will be working with Darlington GP practices to gain critical insight surrounding staff and patient experiences surrounding financial barriers to accessing healthcare.

In the meantime, if you like to be involved, we would love to hear from you.

If you've experienced financial barriers to healthcare and would like to share your thoughts or ideas on what can be done to help, you can call, text or email Heba Elsafy on:

07706364573

Heba.Elsafy@Children-NE.org.uk

Who are CNE?

CNE exists because growing up can be hard. As a charity CNE work with babies, children, young people and their families to ensure they grow up to be healthy and happy



Because growing up can be hard

A new nurse practitioner - just in time for winter

| Blacketts Medical Practice

Blacketts patients are becoming familiar with a new face this winter, as the practice welcomes its new clinical practitioner.

Blacketts has recently welcomed Cheryl Viswanathan to its pioneering staff team.

Cheryl joins the practice as its new Advanced Nurse Practitioner following ten years working at Darlington Memorial Hospital in both paediatric and emergency care.

Cheryl said: "After many years of working in the Emergency Department, I'm ready for a new challenge.

"I live with my husband and two teenage daughters, and I'm overjoyed that this role (with more predictable hours than A&E!) means I can look forward to spending more quality family time with them.

"I've received such a warm reception to Blacketts Medical Practice, and I just want to thank everyone - staff and patients - for making me feel so welcome."

Practice manager, Sarah Stelling, said: "Cheryl started with us in October, and she's already integrated really well into our busy team.



Cheryl Viswanathan is the newest member of the Blacketts Medical Practice team

"We're delighted to have her on board."

Cheryl expects to be busy this winter, as she will often be the first stop for patients needing on-the-day appointments for seasonal conditions that are

common in the colder months, as well as minor ailments like tonsillitis and chest infections.

"She's already been a fantastic resource in adding additional appointments and taking pressure off GPs," added Sarah.



Surgery Contact Info and Opening Times

Main Reception: 01325 380 640

Prescriptions: 01325 347 247

63-65 Bondgate, Darlington DL3 7JR

www.blackettsmedical.com

Mon: 7:30am - 6:00pm

Tues: 7:30am - 6:00pm

Wed: 8:15am - 6:00pm

Thurs: 7:30am - 6:00pm

Fri: 8:15am - 6:00pm

Weekend: Closed

We are always striving to improve our practice and what we can offer our patients, so we have had some changes over the recent months.

Two new GPs for Carmel

|Carmel Medical Practice



Dr Aneeqa Nawaz and Dr Melissa Randall

In August 2023 we became a registered GP training practice which will involve training and teaching fully-qualified doctors who want to sub-specialise in general practice.

Dr Mel Randall successfully completed the GP trainers programme, and is now a fully-qualified GP trainer. Along with her colleagues and team, she is involved in the training of their first GP, Dr Aneeqa Nawaz.

Dr Randall says: "At Carmel

Medical practice we believe that achieving and maintaining training practice status enhances the quality of the medical care that we provide. It also enables patients to see a wider range of clinicians, whilst allowing the surgery to benefit from the fresh ideas and approaches brought by enthusiastic doctors new to general practice."

In July, Dr Navdeep Jagra, joined as a GP partner, having previously been a GP partner with a practice in Saltburn. He qualified as a GP

in 2020, and is joining the Carmel team of three other partners, and one salaried GP.

Dr Jagra is married with a young daughter, and originally from Middlesbrough. He did his training in Teesside, and his special interests are in ENT, mental health, and men's health.

Although he hasn't been here very long, he has been receiving good feedback from staff and patients.

Two other qualified specialists who have joined the multi-disciplinary team are Clinical Pharmacist, Lizzie Middleton, and First Contact Physio, David Bracken, who is based in the practice for 2 days a week.

We're delighted to welcome them all to our family.



How are we doing?
Please scan the code to give us your feedback on Carmel Medical Practice!

Surgery Contact Info and Opening Times

Main Reception: 01325 520 794
Nunnery Lane, Darlington DL3 8SQ
www.carmelmedicalcentre.co.uk

Mon: 8.00am - 6.00pm
Tues: 8:00am - 6:00pm
Wed: 8:00am - 6:00pm
Thurs: 8:00am - 6:00pm
Fri: 8:00am - 6:00pm
Weekend: Closed



With 12,000 patients on their books and trying to provide the best possible service for each one, Clifton Court Surgery has recently taken on two new members of staff in a brand-new role.

Excitement as new care coordinators join the team

| Clifton Court Medical Practice



L-R: Chelsea Garnham, Amanda McEwan, Laura Bruce

Chelsea Garnham and Laura Bruce have joined as Care Coordinators, to assist Nurse Practitioner, Amanda McEwan, with her patient care.

As part of her clinical responsibilities, Amanda has been working with the Frail elderly patients in the surgery for the past four years, and undertaking home visits to complete holistic assessments which includes taking into consideration their social needs, liaising with social prescribers and social services as necessary.

Chelsea and Laura will be supporting Amanda with her complex patients with long-term

conditions, acting as the first line of contact to get the right care and support they need.

The practice has been doing some work around personalised care plans, and these new roles will provide the opportunity to develop that further.

Chelsea will be a familiar face to several of the Clifton Court patients as she already has a lot of experience working as a Care Coordinator in the local community.

Laura recently moved into the area with her partner who is in the army. She comes from a Primary Care background, as

well as having worked with the North East Air Ambulance as a call-handler.

Amanda, who has been at Clifton Court since 2016, says: "This is an exciting opportunity to work with vulnerable people to help improve their quality of life and coordinate services to enable them to remain independent at home for as long as possible."

They join a team comprising 5 GP partners; 3 Nurse Practitioners; 2 salaried GPs; 1 Pharmacist; 4 nurses; 1 trainee nursing associate; 2 GP assistants; 3 HCAs, as well as 2 registrars because Clifton Court is a training practice for registrars and medical students.



How are we doing? Please scan the code to give us your feedback on Clifton Court Medical Practice!

Surgery Contact Info and Opening Times

Main Reception: 01325 465 646

Victoria Road, Darlington DL1 5JN

www.cliftoncourtmedicalpractice.nhs.uk

Mon: 8am-12pm, 2pm-6pm

Tues: 7:30am - 6:00pm

Wed: 8:00am - 6:00pm

Thurs: 7:30am - 6:00pm

Fri: 8:00am - 6:00pm

Weekend: Closed



“Get the flu jab” urges daredevil grandma | Denmark Street Surgery

A DAREDEVIL Denmark Street patient helped Darlington PCN launch its annual flu jab drive this year.

Nancy Spencer became this year's flu jab campaign poster girl following an exciting year that saw her win national acclaim as 'Darlington's wing-walking great-grandma'.

Nancy, who has been volunteering her time to support St Teresa's Hospice since 1997, raised more than £4,200 for the charity this year by doing a wing walk at Leeds East Airport.

“Each year, we look for someone special in the local community to be the face of the campaign,” explains Dr Kirsty Walker, who sits on the board of the Darlington Primary Care Network, and is one of the clinical leads for the roll-out of the flu vaccine.

“Nancy was the perfect choice for us this year because her positive outlook on life, and her caring nature, make her a role model.”

Nancy was thrilled to be asked to help. She's a lifelong supporter of the NHS, and a passionate advocate of having the flu jab, but insists: “I honestly don't think I've done anything out of the ordinary.”

We beg to differ. The fearless



Nancy receives her flu jab from practice nurse Nadia Carter

80-year-old spent 12 minutes strapped to the top of a biplane as it soared and swooped through the Yorkshire skies.

By comparison, having a flu jab is nothing, and missing her vaccination is a risk daredevil Nancy isn't prepared to take.

“I'm a big believer that if there's something to prevent you getting sick, you should take it!” she says.

It's a message endorsed by Dr Kirsty Walker: “We're so grateful to Nancy for helping us get

the message out that the flu vaccination is important,” she says.

“Having the vaccination is the best way to protect yourself from flu. The best time to have your flu vaccine is the autumn or early winter before flu starts spreading. It's quick and easy to get a flu vaccination and it is usually well-tolerated.”

- **To book your flu jab, contact your local practice on the numbers on each page**



Surgery Contact Info and Opening Times

Main Reception: 01325 460 731
Denmark Street, Darlington DL3 0PD
www.denmarkstreetsurgery.nhs.uk

Mon: 7:30am - 6:00pm
Tues: 7:30am - 6:00pm
Wed: 7:30am-12pm, 2pm-6pm
Thurs: 7:30am - 6:00pm
Fri: 7:30am - 6:00pm
Weekend: Closed

Full marks! |

STAFF at Rockliffe Court Surgery were celebrating after patients awarded them a 100 per cent satisfaction rating.

Rockliffe Court Surgery

Rockliffe Court is one of only nine in the country that achieved complete satisfaction from patients, much to the delight of its dedicated staff.

Dr Alison Macnaughton-Jones, Senior Partner at the surgery, said: "It's great to hear the positive feedback we have received from our patients. We have a wonderful team, and we're very lucky that our staff tend to stay with us a long time. They regularly go above and beyond to provide an excellent service to our patients.

"Demand is higher than ever, and our staff are working incredibly hard, so it's even more gratifying that this is reflected in the results."

Information was collected by the NHS from more than 2.6 million patients nationally.

Practice manager Lucy Calvert, added: "It's lovely to know that the patients appreciate the team's hard work and commitment to provide the best possible care. As a small practice we can offer excellent continuity of care, which we believe is very



important.

"It's a challenging time for practices and we know this can be frustrating for patients at times. Our thanks go to everyone in the team for their exceptional commitment, and to our patients for their support and understanding when we are under pressure."

Dave Gallagher, executive area director at North East and North Cumbria Integrated Care Board, said: "Congratulations to Dr Macnaughton and the team for such fantastic feedback from their patients. Practices across our region are dealing with exceptional levels of demand for services and our thanks go to all

the staff who are working so hard for patients.

"Despite a difficult winter, challenges with recruitment, and the continuing impact of the pandemic, more than nine out of ten patients said they had confidence and trust in the healthcare professional they consulted at their practice."



How are we doing?
Please scan the code to
give us your feedback on
Rockliffe Court Surgery!



Surgery Contact Info and Opening Times

Main Reception: 01325 720 605
Hurworth Place, Darlington DL2 2DS
www.rockliffecourtsurgery.co.uk

Mon: 8:30am - 6:00pm
Tues: 7:30am - 6:00pm
Wed: 8:30am - 6:00pm
Thurs: 7:30am - 6:00pm
Fri: 8:30am - 6:00pm
Weekend: Closed

Transforming pharmacy care

| Primary Healthcare Darlington

AS demands on local medical practices grow, Darlington PHD's new pharmacy hub team is now on-hand to not only reduce the workload on practice staff, but to make the patient experience smoother.

Pharmacist Richard Cheung leads the six-strong team based at PHD headquarters at Forsyth House, on Woodland Road, which works to support the work of practices by managing medication changes and optimising patient follow-ups.

"Our mission is to streamline and simplify the experience for patients and cut the workload for practices," Richard explains.

"So, for example, we'll be managing patients who have recently been discharged from hospital and have had medication changes, making sure they get timely, effective follow-ups from a qualified pharmacist so they understand the medicine they're taking, and we know they're using it correctly.

"That has a huge effect on the practice teams; it takes a huge chunk of this work of managing medicines away from the local teams, so they can focus more on the pressing day-to-day matters of running a busy medical practice."

Given the sheer volume of



discharges, medication changes, and other assorted paperwork, having a dedicated team devoted to communicating with patients about their medicine has been a boon to the practices that make up Darlington PCN.

This approach aims to bridge the gap between secondary and primary care, offering patients a deeper understanding of their medications and reducing unnecessary GP appointments.

"It's just such a help knowing we have experts like Richard and his team to call on," said Sally Hutchinson, who in addition to managing Neasham Road Surgery, also helped set-up and integrate the Pharmacy Hub into the existing network.

"You need completely qualified technicians to convey vital information to patients – things like how to take medication,

possible side effects, proper follow-up and monitoring. It's that care and attention to detail where having the Hub in place is really making a difference.

"It means that the patient is getting a much better, clearer, more personalised overview of any new or changed medication."

Being aware that it may come as a surprise the first time they hear directly from the Pharmacy Hub, Sally and Richard want to reassure patients that the team act with full authorisation of the local practices.

"At the end of the day, your medical needs are still being overseen and coordinated by your own GP's practice," Sally explained, "but now we're being supported by this brilliant dedicated new resource which is going to help us deliver better care than ever."

No stretch to see positive effect of physio service

A BAD back is one of the most common debilitating issues many of us face, but luckily Darlington Primary Care Network is leading the fight to tackle such muscular-skeletal issues.



First Contact Physio is a dedicated service, commissioned by Darlington PCN and delivered by Primary Healthcare Darlington, that ensures patients have swift, effective access to physiotherapy.

Hal Brace works as Operations Manager for the service, bringing years of experience in setting

up similar services in the North-East. He said: "The First Contact Physio service was introduced in 2021, and it's been steadily growing for the last three years.

"We have two primary goals: to ensure patients can access physiotherapy in a timely fashion, and thereby reduce the demand on GPs."

First Contact Physio means that patients can get an appointment for muscular-skeletal issues in just four days or less, without needing to see a GP. Instead, they will be seen by a dedicated specialist physiotherapist, who will assess, treat, and refer patients for additional treatment or investigations as needed.

"Not only does this save GPs time, but it also saves patients time, and means they get to see a specialist who understands their condition sooner," explained Hal. "If a patient saw their GP for a muscular-skeletal issue, often they would be referred onto a physiotherapist in any case – this way, it makes the whole process faster for everyone, and patients get the right advice at an early stage.

"Physiotherapists have the specialised knowledge and understanding necessary to correctly interpret scan results, identify issues, provide fit notes, and discuss options with patients."

Darlington residents can access First Contact Physio through their local medical practice.



Contact Info and Opening Times

Main Reception: 01325 952278

Woodland Road, Darlington DL3 7PL

www.primaryhealthcaredarlington.co.uk

www.socialprescribingdarlington.co.uk

Mon:	6:30am - 9:00pm
Tues:	6:30am - 9:00pm
Wed:	6:30am - 9:00pm
Thurs:	6:30am - 9:00pm
Fri:	6:30am - 8:30pm
Sat:	8:00am - 1:30pm
Sun:	9:00am - 1:00pm

PATIENTS don't see most of what goes on at Moorlands surgery, and things have been very busy!

Goodbye, and hello!

| Moorlands Surgery



L-R: Shelly Prust, Claire Beall, Cath Wakes and Dee Best

We said goodbye to practice nurse, Trish Atkinson, who has retired after 11 years looking after our 950 diabetic patients. She'll be missed by all staff and patients, but Claire Beall – who successfully completed her diabetes qualification – will be taking over Trish's caseload with support from Nurse Practitioner Rebecca Waites.

Other changes, thanks to investment in new roles supported by the Primary Care Network, include:

- Nicoletta Prelipcean – our new Pharmacy technician is supporting patients and GPs with medications and prescriptions

- Julie Walker – our new GP Assistant is helping GPs provide efficient care to patients
- Clare Brown – Advanced Care Practitioner with more than 20 years' experience in primary care, and extensive knowledge in clinical skills, has successfully completed her full masters in primary care
- Shelly Prust – Treatment Nurse, has successfully completed her contraception qualification, enabling her to provide care to our female patients, alongside Cath Wakes, who has also completed her cervical screening. The practice carried out 673 cervical screenings in the last 12 months. Ladies – this

is a very important test for your reproductive health and we would encourage you to attend your appointment.

There's been a very encouraging flu jab uptake, with more than 2,800 patients receiving the vaccine to protect them as the flu season approached. Feedback has been very positive, with comments about the smooth and efficient service.

Please also remember that the practice can't take prescription orders over the phone. You can order online via the NHS app; Email the practice at: nencibtv.a83010prescriptions@nhs.net; or hand-deliver prescription requests to the practice.



How are we doing?
Please scan the code to
give us your feedback on
Moorlands Surgery!

Surgery Contact Info and Opening Times

Main Reception: 01325 469168

Willow Road, Darlington DL3 9JP

www.moorlandssurgerydarlington.nhs.uk

Mon: 8:00am - 6:00pm

Tues: 8:00am - 6:00pm

Wed: 8am-12pm, 2pm-6pm

Thurs: 8:00am - 6:00pm

Fri: 7:30am - 6:00pm

Weekend: Closed



FOR many people, it's only natural to reach out to their local practice when they need help – even when it's not medical help they're looking for. That's where social prescribing comes in, and thanks to its newest member of staff, Neasham Road Surgery is at the forefront of an emerging trend.



Amanda Lockwood has joined the Darlington practice as its new social prescriber, and will often be the point of contact for patients who need a little extra support with non-medical issues. Although she is employed by Darlington PHD rather than directly than the practice, Amanda has already become a welcome member of the Neasham Road team.

"Social prescribing is a fantastic service we're delighted to offer, but in my opinion it's poorly named," said practice manager Sally Hutchinson. "They don't

Pioneering social prescribing|

Neasham Road Surgery

prescribe anything – they're more like social and welfare coordinators."

"A good example is a recent patient who was lonely, anxious, and feeling very low," said Amanda.

"We discussed her social activity, her hobbies, and what mattered to her. I was able to offer her information about groups and activities, and telephone befriending services.

"She's now joined a walking group, and singing group, and is feeling less lonely and anxious."

"It's been fantastic to welcome Amanda onboard," added Sally.

"She has a 'toolkit' of support and services which she can bring in to help somebody."

The introduction of social prescribers across Darlington PCN has already helped reduce appointment waiting times and deliver more targeted help to many patients.

"Amanda is a friendly, knowledgeable face who will be able to quickly and confidently

create connections and plans which can help them with non-medical issues," Sally said with satisfaction.

"Social prescribers very effectively signpost patients to other services. There's a whole raft of support available, and having one person at the hub of the wheel connecting them all is perfect. Shopping assistance, transportation, debt management – these are among the needs people come to their GP with, but as they're non-medical issues, there are better ways to address them."

- *Neasham Road Surgery patients can speak with Amanda simply by calling the main number below.*



How are we doing?
Please scan the code to give us your feedback on Neasham Road Surgery!



Surgery Contact Info and Opening Times

Main Reception: 01325 461 128
186 Neasham Rd, Darlington DL1 4YL
www.neashamroadsurgery.co.uk

Mon: 8:00am - 6:00pm
Tues: 8am-12.45pm, 1.45pm-6pm
Wed: 8:00am - 6:00pm
Thurs: 8:00am - 6:00pm
Fri: 8:00am - 6:00pm
Weekend: Closed

PATIENTS at Orchard Court Surgery are already benefitting thanks to the recent appointment of a new member of staff with a unique role.

Experienced paramedic Jo Dennett joined Orchard Court as the practice's resident paramedic practitioner earlier this year after serving in the ambulance service since 2008, and as a paramedic since 2017.

"It's been great to join a practice like Orchard Court," Jo said with a smile. "The patients I've seen have been very pleasant, and have been happy with the service. The place just has a really lovely vibe."

"It's great to see Jo being welcomed into our practice by patients and staff, and to see her really enjoying herself as she finds her feet," said practice manager Karen Fuat. "She's now handling a variety of both routine and urgent appointments, and attending home visits.

"A large proportion of the public – around 36 per cent – are unaware there are a variety of professionals at the surgery that help them get the right care, not just their GP," she explained, "and practice staff are trained to direct patients to the most appropriate person, who can see them the swiftest."

New paramedic Jo sparks positive first response

Orchard Court Surgery



Paramedic practitioner Jo Dennett is the latest specialist care provider to join the busy practice

Jo will often be the first point of contact for any 'acute' 'on-the-day' presentations, such as chest, ear or urinary infections.

"These are all issues for which a paramedic practitioner is the perfect medical professional," Karen says. "And because Jo can deal with these, it frees up the GPs' time, and it frees up appointments so that more people can be seen by the right professional in a timely manner."



How are we doing?
Please scan the code to give us your feedback on Orchard Court Surgery!

Surgery Contact Info and Opening Times

Main Reception: 01325 465 285
Orchard Road, Darlington DL3 6HZ
www.orchardct.co.uk

Mon: 7:30am - 6:00pm
Tues: 7:30am-12pm, 1pm-6pm
Wed: 7:30am - 6:00pm
Thurs: 7:30am - 6:00pm
Fri: 7:30am - 6:00pm
Weekend: Closed



Carly Jones: From mackerel to medicine

Parkgate Health Centre

Congratulations to Carly Jones who has recently qualified as a Practice Nurse with Parkgate Surgery.

Carly has been in general practice since 2009, and, prior to that, worked with a wholesaler as a fishmonger.

Before joining the Parkgate practice three years ago, Carly worked in a practice in South Shields where she did her Nurse Associate foundation degree.

Carly says: "I always wanted to be a nurse but it wasn't meant to be when I was young, and I ended up getting more qualifications in Science. I was given the opportunity of doing my nursing, and will be eternally grateful to Intrahealth for the chance to fulfill my ambition."

Her mentors at Parkgate through her training were Alison Howey and Hilary Elsy, and she acknowledges all the support she gets from the team there.

Talking about her time with Parkgate Surgery, Carly says: "Working with the whole team, from admin to clinical, makes my job so enjoyable. I also enjoy the interaction with the patients, and how every day is different."

Carly isn't a native of Darlington



– she grew up in Washington, before moving to Jarrow. She lives with her boyfriend and their shit-zu called Alfie, who, she says, lives up to the breed, he's a dog of luxury who loves to sleep.

In her leisure time, Carly enjoys watching football at the weekend and reading horror and psychological thrillers.



How are we doing?
Please scan the code to give us your feedback on Parkgate Health Centre!



Surgery Contact Info and Opening Times

Main Reception: 01325 735 000

Park Place, Darlington DL1 5LW

www.intrahealth.co.uk/surgeries/parkgate-medical-practice/

Mon: 8:00am - 6:00pm

Tues: 8:00am - 6:00pm

Wed: 8:00am - 6:00pm

Thurs: 8:00am - 6:00pm

Fri: 8:00am - 6:00pm

Weekend: Closed

THERE was great excitement at Middleton St George Medical Practice in the summer, as the foundations were dug for the long-awaited new building, due for completion in May 2024.

Construction begins on exciting new build

St George's Medical Practice



"We are delighted to have more rooms, but we won't have the furnishings to fill it," she explains. "We are just getting an empty building with fixtures and fittings. Because a doctors' practice is a business, everything we need has to be paid for by the partners."

As such, the practice is asking the community to help, with former councillor and MSG resident, Doris Jones, leading the appeal.

"Staff come and go, but the practice will always be here for the community of Middleton St George," says Liz.

Patients and staff have been temporarily housed in a large portacabin at Yarm Road since 2017, when the historical surgery – an annex at the senior partner's home – ceased to be used.

At the time, it was expected that the new build would be completed within two or three years, but delays, caused by a number of complications, meant that construction work was only started this year.

The new practice will include extra clinical rooms; more consultation rooms; an additional treatment

room; a health education room; plus extra storage and toilets.

Practice manager, Liz Stewart, says that staff and patients are very excited about seeing the foundations being dug, and the first bricks being laid, for what is an eagerly anticipated new practice.

"After waiting for so long, we can see the finish line now," she said, happily.

However, she also likens the transfer to moving from a bungalow to a big Victorian house.



How are we doing?
Please scan the code to
give us your feedback on
St George's
Medical Practice!

Surgery Contact Info and Opening Times

Main Reception: 01325 332022

Yarm Road, Middleton St George, DL2 1BY

www.stgeorgesmp.co.uk

Mon: 8:00am - 6:00pm

Tues: 8:00am - 6:00pm

Wed: 8am-12:30pm, 2pm-6pm

Thurs: 8:00am - 6:00pm

Fri: 8:00am - 6:00pm

Weekend: Closed



Celebrating our pharmacy techs |

Whinfield Medical Practice



Sam Pearson is our Pharmacy Technician, here at Whinfield Medical Practice and she does a great job supporting our clinical team.

Sam has a wide-ranging role to play. Apart from assisting the clinical team, she has a lot of knowledge about medications, and can advise on prescribing. She carries out new patient medication reviews with patients and arranges follow-up monitoring.

She has been with the practice

for just over two years, having started as a dispenser in Boots Pharmacy, and later trained as a technician. It's only in recent years that Pharmacy Technicians have progressed into Primary Care, where they can take on jobs that gives the GP back valuable time to see patients.

Another new skill being introduced to GP practices is that of the Paramedic. Megan White was a Paramedic in the ambulance service, for five years, before joining our surgery in

Did you know that the third Tuesday of every October is Pharmacy Technician Day – recognising that Pharmacy Technicians are an essential part of the healthcare team?

August of this year.

Megan works with the clinical team to extend her skillset to include things that she wouldn't have dealt with when she was on the ambulance. Again, much of her job is designed to free up the GPs' time, so, among many other things, she will deal with 'on the day' acute cases, and visit patients in their homes.

She will soon be starting part-time studying, to enable to her prescribe medications, after which she will be able to follow up with patients.

Megan says: "I really love it – everyday is different. I learn something new every day – it keeps me on my toes!"



How are we doing? Please scan the code to give us your feedback on Whinfield Medical Practice!



Surgery Contact Info and Opening Times

Main Reception: 01325 481 321

Whinbush Way, Darlington DL1 3RT

www.whinfieldsurgery.nhs.uk

Mon: 8:00am - 6:00pm

Tues: 8:00am - 6:00pm

Wed: 7am-12:30pm, 2pm-6pm

Thurs: 7:00am - 6:00pm

Fri: 8:00am - 6:00pm

Weekend: Closed



www.darlingtonpcn.co.uk