

## Dr Peck is retiring

After 28 years working here, Dr Peck has decided to hang up his stethoscope and his last clinic will be on 27<sup>th</sup> October. I am sure that many of you have got to know him very well over this time and, like us, will be sad to see him leave. We will miss his smiling face and hard work and I am sure that he will miss many of you. For some of you he will have looked after you, your children and their children too.



He has always put the care of our patients at the top of his list of priorities.

To help him to remember many of you and to allow you to say your own personal thanks to him, we have put a message book at both Parkwood Surgery and Gadebridge Branch for you to add your own comments. To allow you to have time to add a message, we will keep the books available until the end of November and will then pass them on to him. If you are not able to get in, but would like to send a message to him, then you can send it to our Practice Manager, Colin Neal at [colin.neal@nhs.net](mailto:colin.neal@nhs.net) and he will put it in the book for you.

Please join us in wishing Dr Peck a very long and happy and healthy retirement.

Dr T Fernandes



### Partners

Dr M Peck  
Dr T Fernandes  
Dr J Brazier  
Dr S Stier  
Dr H Antscherl  
Dr G Solomons  
Dr P Oliver

### Associates

Dr M Nicholas  
Dr C Jensen  
Dr D Franzmann  
Dr C Greening  
Dr N Rahman  
Dr S Murphy

### Registrars

Dr L Nutine

### Practice Manager

Mr C Neal

### Assistant Practice Manager

Mrs N Booth

### Patient Services Manager

Ms C Edwards

## Other staff Changes at Parkwood

Following on from Dr Peck's retirement, we are pleased to be joined by Dr Addala from 1<sup>st</sup> November. She will be joining us as a Partner at the Surgery and am sure that you will make her welcome.

Dr Murphy, who has previously worked here as a locum, joined us in September and has settled in well. Dr Pattinson and Dr Datta have both left to take up other challenges and we wish them both well.

There will be other additions to our team of Doctors in the New Year and we will let you know about these in our Christmas newsletter.

There have also been some changes within the Reception Team; we were recently joined by Sharon, Laura and Sandra, who I am sure will do their best to help you.



## New Telephone System

As some of you may be aware, we have had a new telephone system installed.



Unfortunately, it did not go without its problems and we would like to apologise to all those affected.

The main reasons for the change were that the old system was almost twenty years old and had started to show its age, as when things did go wrong, we were unable to get parts to fix it.

Also, the new system has more lines that should allow more calls to be answered at the same time, thus reducing the waiting time of answering the phones. It will also allow us to record calls that can be useful for training our Staff and dealing with your queries.

For regular users, please note that the number and order of the options has changed, so please listen to them carefully to make the correct choice.

If you have any feedback about the system please let me know as this is the best way to make sure that, where possible, it gives you the best access to the Surgery.

Colin Neal, Practice Manager

## Patient Online Services



This is a free service that enables you to book, change or cancel an appointment, request repeat prescriptions, view selected parts of your medical records such as current medications, allergies, immunisations, pathology results & a limited amount of diagnosed conditions — all at your own convenience, using the internet.

This service is available for patients who are aged sixteen or over. You will need to come into the Surgery to request an information leaflet and application form, which will need to be completed and returned to the Surgery, along with either your passport or driving licence as proof of your identity, due to type of information being made available.

The application for this service will be actioned by the Practice and we will provide you with the instructions, ID numbers and a PIN to enable you to finish the process at home, ready for you to use this service.

**DON'T FORGET OUR EXTENDED OPENING HOURS** — Just a reminder that we have extended hours clinics for those patients who find it difficult to get to the Surgery during our normal hours. Extended hours are:

Monday 6:30pm — 8:00pm  
Tuesday 7:00am — 8:00am  
Wednesday 7:00am — 8:00am  
Alternate Saturdays 9:00am — 12noon



## Friends of Parkwood Surgery



**Recent Events** - We held another very successful educational talk around dementia. It was very well attended by over forty patients. Dr Peck outlined the types of dementia and the early signs. Rob Kember from the Alzheimer's Society then explained how patients with dementia see things differently and gave ideas of how to deal with certain situations. Committee member Michael Green then explained the role of the lasting Power of Attorney, the benefits and pitfalls and how to put them in place.

## **Chaperone**

Any patient having an intimate examination by a Doctor or Nurse is entitled to have a chaperone present during the examination.



If you would like a chaperone, please ask your Doctor & they will arrange this for you. All staff who undertake this role have been fully trained in the role of a chaperone.

**Future talks** - We are always looking for interesting subjects for our talks. We have had a couple of suggestions including menopause, how to live independently at home when you get older, heart disease, Parkinson's disease, exercise and dietary guidelines for a healthy lifestyle and mental Health – diagnosis and treatment.

If any of these are of interest to you or if you have another topic that you would like us to consider, please let us know at [friendsofparkwooddrive@googlemail.com](mailto:friendsofparkwooddrive@googlemail.com).

**Flu Clinics** - It was nice to see so many familiar faces at the recent flu clinics and thank you all for joining our membership scheme, or indeed renewing your membership. As you will have seen by the pictures on display, the funds we raise allow us to purchase items for the Surgery that will benefit us as patients. Items we have helped with so far include contributions to the automatic front doors, hand rails to help at flu clinics, seating, a spirometer and new windows and doors at Gadebridge Branch. If you missed us at these events and wish to renew your membership, please hand your donation (suggested £2 per family) in at Reception of any of the surgeries with your name and email address (if you have one) and it will be passed to us.

