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| **Have we got news for you!** |

**Spring Newsletter**

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| **Sad news that Dr Panja is retiring in April 2019**  Dr Panja has decided to retired after 11 years at the surgery and we wish her all the best for the future. |

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| **Clinical Staff at the Practice** | |
| Dr R Malhotra | Lead GP |
| Dr R Jeena | GP |
| Dr Z Morad | GP |
| Linda Dawson | Advanced Nurse Practitioner |
| Able to see patients with acute problems, treat and refer as GP | |
| Anne Humphreys | Practice Nurse |
| Lesley Bunting | Practice Nurse |
| Able to see patients for chronic disease management/cervical smears/vaccinations | |
| Nicola O’Rourke | Health Care Assistant (HCA) |
| Able to see patients basic health care reviews/phlebotomy/smoking cessation/vaccinations (not travel) | |
| Lesley Scholes | Health Improvement Practitioner (HIP) |
| Advice to patients on dietary & lifestyle advice & smoking cessation | |
| Peter Harris | Muscular Skeletal Practitioner (MSK) |
| Muscular skeletal problems & referring onto community services | |
| Lesley Cosgrove | Mental Health Practitioner (MHP) |
| First contact for mental health problems & referring onto community services | |
| Zoeb Laheri | Pharmacist |
| Medicines management & prescribing queries. Able to see patients with minor acute problems | |

Nationally more diverse clinical specialities are being employed in order that Primary Care can continue to provide services to our patients.

Our Receptionists will start to act as Care Navigators in signposting to the correct clinician for you; it may not necessarily be a GP. Please give them as much relevant information as you can in order that this can happen.

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| **Administration Staff at the Practice** | |
| Marie Bryan | Practice Manager |
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| Adele Snape | Senior Workforce Administrator |
| Amy Parkinson | Senior Administrator |
| Carol Woodward | Senior Clinical Quality Administrator |
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| Amy Harrison | Care Navigator/Administrator |
| Alison Brown | Care Navigator/Administrator |
| Emma Hadcroft | Care Navigator/Administrator |
| Jessica Neary | Care Navigator/Administrator |
| Joan Blackburn | Care Navigator/Administrator |
| Karen Judd | Care Navigator/Administrator |
| Maureen Bayman | Care Navigator/Administrator |
| Gemma Taylor | Care Navigator/Administrator |
| Melissa Edwards | Care Navigator/Administrator |
| Vicky Evans | Medical Secretary |

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| **Appointments:**  Appointments are always a concern in Primary Care, here is a quick guide on how our appointments work at Pike View  **Pre bookable:** you are able to pre book up to 12 weeks in advance for a HCA, HIP & Practice Nurse, and 6 weeks in advance for a GP, ANP, MSK & MHP.  **On Line:** we have approximately 25% of our appointments available online. These are on a staggered released before the day in order to provide patients the convenience of booking when the surgery is closed or at busy periods and are available at both main and branch sites.  If you wish to sign up for online services you can apply by providing ID at either of the receptions. You can also request repeat prescriptions via this method and can also view your basic records. (subject to GP approval)  **Telephone:** you may decide that you do not need to see a GP and are happy to discuss over the phone. The GP will call you back that same day. You may be offered this type of appointment if we have run out of on the day ones. The GP will determine if they need to see you and may bring you into the surgery after contacting you.  **On the day:** these are available from 8am (Pike View) and 9am (Westhoughton) by contacting the surgery. These appointments are for acute problems and it is advisable that if your query is more routine you avoid ringing between 8 and 10 am. |