

TOTTINGTON MEDICAL PRACTICE

16 Market Street, Tottington, Bury, Lancashire, BL8 4AD
Tel 01204 88 5106 Repeat Prescription Line 0120488 8785
www.tottingtonmp.nhs.uk

Practice Opening Times
Monday to Friday 8am to 6pm
The telephone line is closed from 12.30 to 1.15pm each day

SPRING 2011 NEWSLETTER

A NEW PARTNER AT THE PRACTICE



‘I would like to say a huge hello to all the patients of Tottington Health Centre and an even bigger thank you to those I have already met who have been so kind and welcoming. It’s been a great pleasure meeting you all over the last few weeks and I hope to spend many happy years getting to know more of you.

I have come from a similar sized practice in Bolton and had worked there as a salaried general practitioner for 7 years. During that time I was involved heavily in the training of medical students and GP trainees and hope very much to carry on this teaching at Tottington, as mentoring and teaching have always been a big part of my working life.

I did my medical training at St Georges Medical School, London where I met my husband – I believe you may already know him!! We qualified together in 1999 and have been together since through our hospital posts and GP training. All of the hard work we put into our early years of training though is nothing compared to the work our 2 young sons put us through!!

After qualifying I spent the first few years of my career specializing in hospital medicine, passing my medical membership exams in 2003. I made the move to general practice in 2004 and haven’t looked back. Whilst at Tottington I will be developing an interest in child health and family planning and looking forward to both roles greatly. Again I would like to reiterate my thanks to patients and staff at the practice who have made me feel so much part of the team in the short time I have been here.

Looking forward to meeting as many of you as possible in the future’

Dr Stella Miller (or Mrs El-Jouzi if you prefer!!)

Dr Stokes and a new role in education

I have been appointed as Associate Director of GP Education to the North West Deanery starting on June 1st. This is a strategic role with responsibility for the delivery of high quality education to doctors in training to be a GP; the post has regional and national responsibilities. It involves working with the medical schools, the Department of Health, the Royal College of GPs and the GMC.

Those of you who know me will understand my passion for education to produce high quality GPs to work within the North West. I will be out of the practice for two days a week which will usually be a Wednesday and Thursday. I am giving up some other outside commitments to make time for this job. I hope this explains why sometimes I am not as available as you and I would always wish, but the rest of the team are excellent and very often a second opinion is a better one. I am very happy to answer any queries about this role; please contact the reception team to arrange a telephone call with me to discuss if you would like.

Dr Rob Stokes

Texting facility

The practice is currently setting up a text message service. If you are happy to receive a text message for the purpose of health promotion, review invitations and appointment reminders please ask at reception for a consent form. This is still in the early stages of planning however we are keen to move forward once we have built up our mobile contact details with your consent.

The practice encourages training for all members of staff and therefore the surgery closes on the second Thursday in every month

Closed for Training

9TH June 2011

14th July 2011

11th August 2011

12.30-4PM

Possible changes to our appointment system

Here at Tottington we are always striving to deliver the best level of healthcare we can. Some patients have told us that access to our appointments can sometimes be difficult. We have been working hard to find ways of improving this. We have been assessing the appointment systems adopted by other practices and tried to find out what works best and why. We are now considering the introduction of a 'telephone triage' service whereby patients who require acute appointments may be first given a phone assessment by a nurse or a doctor to get them to see the most suitable professional or to deal with the problem directly. We will be working with our Patient Participation Group to get their ideas and if you have any contribution or thoughts please feed this back to the patient group.

From a practical level nothing will be changing immediately. We are in the development phase of this idea but please be aware that the appointment system may be changing in the next few months and we believe this will lead to an improvement in our overall access and the care we deliver. Watch this space!

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