

BIRBECK MEDICAL GROUP

Practice Update—Summer 2023

Meet The Clinical Team

Partners

Dr Gail Marshall
Dr Catherine Kenning
Dr Susie Pritchard
Dr Dominic Arnold

Salaried GPs

Dr Katy McConkey
Dr Rachel Trafford
Dr Caroline Wade
Dr Abby Wilson
Dr Susie Gibbs
Dr Eve Wood

Urgent Care Practitioners

Martin Bell
Claire Sharpe

Nursing Team

Tracy Armstrong, Advanced Level Practitioner
Lucy Dickinson, Advanced Clinical Practitioner

Amy Havery, Practice Nurse
Amanda Baglee, Practice Nurse
Julie Prime, Practice Nurse
Fay Dudson, Apprentice Nurse

Lynne Brough, Health Care Assistant
Jayne Lawson, Health Care Assistant
Mischa Phillips, Health Care Assistant

Practice Pharmacist

Lesley Sheik

Dr Gibbs is currently on maternity leave and we welcome Dr Tamzin Ross to the team who is covering until March 2024.

IMPORTANT UPDATE—WE ARE CHANGING THE WAY YOU BOOK AN APPOINTMENT TO SEE YOUR GP....We will be stopping the 8.30am rush and offering pre-booked access....

A doctor will be working very closely with our reception team to ensure you see the right person the first time.

What will this mean for me as a patient?

When you call the surgery between 8.30am and 6.00pm daily the reception team will ask patients a number of questions. The GP working alongside the receptionist will then look at this information whilst you are on the telephone. You will then be given an appropriate appointment. This decision will be made by the GP at the time your call.

This will mean you may be offered an appointment on the same day, or within a few days or weeks depending on clinical need. The appointment may be face to face or a telephone consultation. The purpose of these changes is to ensure we have safe, efficient access for all of our patients and this will also help you see the same GP for ongoing episodes of care.

HELP US, HELP YOU MORE WAYS TO GET IN TOUCH WITH US

We appreciate this will take us longer to deal with each call. We therefore ask if your need is not urgent for the same day, that you do not contact us by telephone. The most efficient way to contact us is to visit our website www.birbeckmedicalgroup.co.uk

1. Contact us online, follow the next steps
2. I want help for a medical issue, or
3. I have an admin query

Follow the steps and give us as much information as possible. You can submit this for yourself, or on behalf of another person, this is very safe and efficient. You will be contacted by your chosen method within 48hours of submitting the information and offered an appropriate appointment/help.

We have listened to you as patients. We are fully aware our telephone lines are very busy. We would encourage you to consult with us online if you are able to do so.

The changes are planned to take place from Monday 10th July, 2023. We ask for your patience and understanding whilst we move to this new system.

There are no changes to booking to see the Practice Nurse or Health Care Assistant.

We are very aware that our patients are experiencing difficulties obtaining their prescribed medication from their nominated pharmacy. The chemists in Penrith have been severely impacted by Lloyds Pharmacy closing at Sainburys. This has put pressure on the other chemists, some of which are also struggling with staffing issues.

Unfortunately, this is beyond the control of the practice. We are continuing to process the requests for repeat medication in a timely manner at the practice, this is all done electronically. Your GP will check and authorise each request and this is then sent to the chemist electronically. The chemist then has to download the prescription and dispense the medication for you to collect.

We are increasingly being contacted by patients who report that the chemist has not received the prescription. In most cases this is because it has not been downloaded by the chemist. Each electronic prescription has a "token number" this will help the chemist find your electronic prescription or if you know your NHS number this will also be of help.

We are also aware it is very difficult to contact the chemists by the telephone. This is also the case for the staff at the practice, we have no other way of getting in-touch.

We are advising patients that they will need to physically visit the chemist or ask a friend or relative to do this on their behalf. We ask that you do NOT contact the practice as this is causing problems for patients trying to speak to us with other medication needs.

Our team are working hard but we are unable to help when the problem is beyond our control.

Keep up-to-date with our new website www.birbeckmedicalgroup.co.uk

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