

We are seeking new members for our patient forum to attend meetings or as part of a “virtual” group who will be able to offer views and suggestions via email on a regular basis. The Practice has a Patient Forum which meets at Bearpark Surgery quarterly.

The objectives of the Forum are:

- ⇒ To help the Practice understand the views of Patients on health related issues.
- ⇒ To allow the Practice to discuss information with Patients on the possible impacts of North Durham Clinical Commissioning Group and NHS England strategy.
- ⇒ To encourage Patient involvement in the Practice.

If attending meetings isn't for you why not join our “virtual” forum where we email you the minutes of meetings and information and you respond back to us in the same way with your views, ideas and suggestions.

If you would like to participate, please contact Bearpark surgery on 0191 373 2077.

*Dunelm Medical Practice – Across the city of
Durham—Bearpark—Gilesgate—Framwellgate*

Kelvin House, 1-2 Victor Terrace, Bearpark,
Durham, DH7 7DG
Tel: 0191 373 2077
Email: nencicb-cd.a83030.bearpark@nhs.net

Gilesgate Medical Centre, Sunderland Road,
Durham, DH1 2QQ
Tel: 0191 386 4242
Email: nencicb-cd.a83030.gilesgate@nhs.net

Framwellgate Medical Centre, 50 Front
Street, Durham, DH1 5BL
Tel: 0191 386 6044
Email: nencicb-cd.a83030.framwellgate@nhs.net

Stay up to date with us!

Follow us on our social media for upcoming clinics, advice, resources, and much more!



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Dunelm Medical Practice Newsletter June 2024



Meet the Team! Michelle - Advanced Paramedic Practitioner



An Advanced Paramedic Practitioner's role in the Practice is to work within the community providing a holistic approach including assessment, diagnosis and treatment to deliver quality patient services. The Advance Practitioner will use their advanced clinical skills to and treat patients at home and in the Practice.

Michelle qualified as a Paramedic 10 years ago from the University of Teesside, since then, she qualified with Distinction in MSc Advanced Clinical Practice which enables her to practice at a higher level. She is a non-medical prescriber which means she can prescribe medication, but unfortunately not controlled drugs at this time.

Before moving to join us at Dunelm almost 3 years ago she worked in the North East Ambulance Service (NEAS) as a Specialist Paramedic in Urgent Care. That predominately involved working on the rapid response vehicle (RRV) as a solo responder targeting cases where patients could be treated and discharged on scene, thus avoiding A&E admission.

- Carrying out home visits, covering the vast majority of acute visits that would otherwise have been undertaken by a GP
- Treating patients needing to see a healthcare professional, making any necessary referrals to other members of the primary healthcare team or to hospital if appropriate
- Running planned acute or minor illness clinics
- Working with healthcare staff to prepare and deliver anticipatory care plans for complex patients deemed to be at risk of acute hospitalization.
- Assessing, examining, treating and managing patients with a variety of acute undifferentiated and chronic conditions.

She is unable to discuss blood and scan results and or help you with HRT/Contraception.



How to? NHS App Appointment booking

Firstly, go to your home screen by clicking your home button on the toolbar at the bottom of your screen



Scroll down to the tab 'Upcoming and past appointments'



Once in the section 'Upcoming and past appointments', go to 'GP surgery appointments'



Now you can click the button 'Book an appointment'. You can either choose a telephone or face to face appointment, and have the option to choose a preferred staff member.



If you are having difficulty with navigating online services, please speak to Reception.



You said—we did! Telephone systems



You said - we did! Following results from our Friends and Family feedback, we would like to introduce to your our brand new telephone system!



Auto Attendant

Directing call traffic to the correct members of staff



Call Reporting/ Analytics

Display of live calls in the queue, average wait time, abandoned and unreturned calls.



VIP Routing

Prioritizing vulnerable Patients, for example our palliative patients.

Call Queuing

Queue position and average wait time provided if required



Disaster Recovery

The Practice will never be in a position in which it cannot make or receive a call



Queue Jump

Provides Patients with the option to have a call back when they reach the front of the queue.

