

# PARK LANE SURGERY NEWSLETTER



Spring 24/Issue 7

## WELCOME TO OUR PRACTICE NEWSLETTER

### Friends of Park Lane Surgery

For many years we have had an active patient participation group. The group meets with Dr Karen Hunter and Kristine the practice manager to help us improve the care we deliver. They also review issues for us by email.

If you are interested in joining the group, please email or phone:

[cmicb-  
cheshire.parklanepg@nhs.net](mailto:cmicb-cheshire.parklanepg@nhs.net)

01625 422893

### The latest changes to our Practice team:

#### Lots of news this quarter.....

We are sad to report that Dr Holden has decided to step away from Medicine and will not be returning to the practice. Dr Holden was with Park Lane for 11½ years and will be greatly missed by colleagues and patients alike. We wish her well.

Dr Zahra Khan begins maternity leave in mid-March. In her absence, her post will be covered by Dr Toseef Ahmad.

GP trainee Dr Daniel Bibi has left us to move to his next training post and we have been joined by GP Registrars, Dr Zoheb Ahmad and Dr Sumaira Jabbar.

We also have a new physician associate, Olivia Chadwick.

Amber Stephenson-Bee, pharmacy technician joins the team in March too.

Kirsten Hill, one of our document processors, is retiring and we have recruited to the post. Mary Piekarski joins us in mid-March.

New assistant practice manager Chloe Chesters joins the team in mid-April.

## RETIREMENT



Chris Campbell-Kelly retires on 1<sup>st</sup> May after 27 years with Park Lane. Chris joined the surgery as practice manager in 1997. During her tenure she has witnessed enormous change in general practice and the NHS. With her trademark enthusiasm and 'can-do' attitude she embraced the changes and her tireless efforts are the bedrock upon which today's successful practice has been built.

Not only is Chris part of the fabric of Park Lane Surgery but also of Waters Green Medical Centre. Over the years she has worked closely with the other practice managers and the wider healthcare community in Macclesfield and East Cheshire. She is widely known and respected, a 'go-to' person for help and advice. She will be sorely missed by us all.

We wish her a long and very, very happy retirement.

## NEW TELEPHONE SYSTEM

In line with NHS England's policy for improved communications, Waters Green is installing a new cloud-based telephone system. It is up and running at Park Lane.

As with anything new we anticipate a few teething problems. Please bear with us while we address these.

Please note all phone calls will automatically be recorded. Recordings will be kept securely for 3 years.

### YOUR HELP PLEASE

As we are all aware, the cost of postage gets ever more expensive.

Your assistance would be appreciated in helping us to keep costs down. Where possible we now send messages by text and email however if you do receive a letter, for example in relation to your annual review, we would be grateful if you could act on the first request rather than us having to send reminder letters at extra cost.

Thank you!

## FIRST CONTACT PRACTITIONER



### Meet Noosh 'Noosh' Redfern, our FCP

Noosh joined Park Lane in September 2022 and quickly established herself as a valuable addition to the team.

The role explained.....

First Contact Physiotherapists (FCPs) are physiotherapists usually based in GP surgeries with an expertise in the assessment and management of musculoskeletal conditions.

You may be eligible for an appointment with a physiotherapist for the following problems:

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Changes to walking
- Post-orthopaedic surgery

The physiotherapist will:

- Assess you and diagnose what's happening
- Give expert advice on how best to manage your condition.
- Refer you on to specialist services if necessary

By making it easier for patients to access a physiotherapist, patients will have quicker access to diagnosis and treatment, helping them to manage their conditions more effectively and recover faster, so they can get back to normal life quickly. They help GPs to manage their workload more effectively and reduce the need for onward referrals.

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NEWSLETTER**

Park Lane Practice Newsletter

