

FAREWELL TO DR HELEN COYNE

After 20 years of being a part of the Walker Medical Group team Dr Coyne has left the practice to take early retirement. We have persuaded her to write a few words:

"I would like to say goodbye and thank you, to all of you reading this. It has been a privilege to do my job and to be part of so many people's lives and families through good times, bad times, sad times and happy times.

I hope I have managed to give you all a good standard of care and live up to your expectations of a GP.

Some of you I have come to know very well, and I have great admiration for how so many of you cope with illness, adversity, or poor health yourselves, or cope caring for others. Like all of us working in Walker Health Centre I have tried to do my best for you all, but after 20 years working here I am looking forward to a rest.

I have been very touched by all the kind wishes, words, cards, and gifts received in the last weeks and thank you all very much.

So wishing you all a healthy future, but be sure my colleagues will look after you if you need them."

Helen Coyne



Dr Helen Coyne

We would like to say a sad but fond farewell to Dr Coyne who will be missed by all the staff and patients.

She has made an immense contribution to the care provided to all of our patients and in particular the diabetes provision for our patients

CHANGES TO THE MEDICAL TEAM AT WMG

On 1 July Dr Asmita Dixit joined our team as a sessional GP, working Mondays to Thursdays.

Dr Dixit is an experienced GP who has worked in Durham and in Sunderland.

THANK YOU FOR YOUR FEEDBACK

We have been updating our records and you may have been asked to fill in a form recently requesting certain details. We also asked if we can improve any thing.

These are some of your answers:

“Happy with all services provided”
“At this moment no”
“No everything is fine”
“Excellent service thank you”
“Everything is good”
“No you are doing well”

One patient highlighted the difficulties faced over the length of the automated message – we are looking ways of improving this.

One patient highlighted out of hours cover for employed people. We currently offer the following out of hours appointment times:

Monday nights 6.30 – 8.00 pm
Tues – Friday morning 7.15 – 8.00 am

THANK YOU TO ALL THOSE WHO ATTENDED THEIR APPOINTMENTS LAST MONTH

6398 appointments were attended last month. However, 523 patients did not attend their appointments. This means we had an attendance of:

92.44%

Well done!

DID YOU KNOW?

You can book appointments on line.

All you need to do is register your details at the practice where you will be given a unique user name and password with details of how to gain access to the website.

NURSE PRACTITIONER APPOINTMENTS

Remember you can see a nurse practitioner for same day appointments for minor ailments and injuries, such as:

- Chest, ear or virus infections
- Conjunctivitis
- Cold & Flu symptoms
- Exacerbation of asthma or COPD
- Emergency Contraception

If you have any suggestions for our Newsletter please write down on a piece of paper and pop into the suggestion box or send via the web site.

Janet Carmichael