

## INTRODUCTION

I have recently joined the Durham Dales Health Federation from Bishopgate Medical Centre where I worked as a Practice Secretary for over nine years, working closely with the GP's and Practice Manager. Prior to joining the surgery I worked with the Durham Dales Primary Care Trust as a PA to the Trust Board.

In my new role with the DDHF I will be working to support our nursing team, using my broad experience in practice to help facilitate the delivery of our services, including by providing expertise in clinical systems. I will also be working as an integral part of the DDHF management team, supporting the development of new projects and overseeing the administrative team, in addition to providing professional support to the DDHF board. I look forward to working with you in the very near future.

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**Joanne Taylor**  
Service Support Manager

## MESSAGE IN A BOTTLE

**W**e are currently piloting a new "Message in a Bottle" Emergency Information Scheme, inspired by the popular programme run by the ambulance service in the past.

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This is a way for patients to be reassured that essential information is available to emergency services should they be called, as well as providing an information source for family and friends who may have an occasional care role for the patient. We hope that this project will be a useful adjunct to the written care plan rolling out across the area.

Our care co-ordinators, Syd and Tracey, will introduce the product to patients when attending for follow up visits. Patients will be provided with a bottle to be stored in the fridge; an insert which includes all vital information; a fridge sticker and a window sticker. Flyers will be circulated to practices for display. If the pilot proves to be successful, we hope to roll the Message in a Bottle out to a much wider audience across the Durham Dales Area.



## NEW TEAM MEMBERS

**JOANNE TAYLOR**  
Service Support Manager

**RACHAEL GIBSON**  
Community Nurse Practitioner

**JACQUI ROBERTS**  
Community Nurse Practitioner

**JULIE CHESTER**  
Community Nurse Practitioner

**SAFFI KOCU**  
Community Nurse Practitioner

**T**raining in July was once again well attended by Practices with all sessions being full to capacity. There was no training held in August as it was felt that this would be disrupted by summer annual leave.

Over the course of September we have the usual Time In training sessions, additionally there will be extra training days for those attending the Emergency First Aid at Work courses being held in September and October. (Currently both courses are fully booked).

DDHF are aiming to deliver training over the coming months which will include Safeguarding Children Level 1, Dementia Awareness, Diabetes, CPR & AED training.

Safeguarding Children Level 3 training will take place on the 27th January 2016.

DDHF TRAINING PROGRAMME 2015/16			
Date			Venue
16 <sup>th</sup> September 2015	Emergency First Aid at Work	All Practice Staff	Bishopgate Medical Practice, Bishop Auckland DL14 7EJ – Conference Room
24 <sup>th</sup> September 2015	Fire, Health & Safety Training	Admin & HCAs	Bishop Auckland Community Fire Station DL14 6RS – The Community Room
	Durham County Carers Support, Mindfulness Team, The Bridges Young Carers	Admin & HCAs	Bishopgate Medical Practice, Bishop Auckland DL14 7EJ – Conference Room
7 <sup>th</sup> October 2015	Emergency First Aid at Work	All Practice Staff	Bishopgate Medical Practice, Bishop Auckland DL14 7EJ – Conference Room

A calendar of the training programme is available on GPTeamNet, it will be updated regularly, keeping you up to date with the latest developments.

We hope that the training sessions prove beneficial to our member practices and that the training events are well supported in order to extend the programme.

**Jo Petch**  
Deputy Project Manager