

# CROWN MEDICAL CENTRE SUMMER NEWSLETTER 2020

Welcome to our latest newsletter, we are keen to update you on staff news, recent events, forthcoming issues and general advice.

## A BIG THANK YOU

When the New Year started nobody imagined what a strange year it would be! We are so grateful to our patients for bearing with us, during this extraordinary time of the Covid-19 virus pandemic. It's been a massive challenge for the NHS and the community. It was humbling to know that folk were out every Thursday evening clapping to show their appreciation for the NHS, and we loved the home made cakes that some patients kindly brought in.



We are slowly getting back to normal with more face to face appointments and catching up on routine tests and checks that were put on hold while hospitals were busy with coronavirus patients. Some of the changes introduced during the pandemic will be with us for a while, not just because of the need to reduce face to face contact, but because they have actually proved to be very positive changes. As recommended by NHS England, we will continue to triage all cases by phone in the first instance. Telephone consultations have proved just as effective as face to face ones in most cases, with doctors being able to set up video calls and request photos securely. Please rest assured that if the doctor feels it is more appropriate to see you face to face for your particular problem then they will arrange this. You can also contact your doctor via an online consultation, just follow the link on our home web page. Our nursing team are seeing most of their patients face to face as they carry out a range of different procedures to the GPs which are by their very nature more 'hands on'.

Together we can help to protect our community and our health care providers by reducing face to face contact and slowing down the transmission of Coronavirus.

A big thank you to all of our patients!

## STAFF NEWS

A New GP;

Over the last 2 years **Dr Alison Foster** has worked with us as a Registrar, completing her GP training whilst also taking time out to have a baby. We are very happy to announce that Dr Foster has successfully completed her training and has chosen to stay with us, joining the team as a salaried GP from September.

GP Registrars;

We also have two Registrars working with us; **Dr Harriet Muray** and **Dr Victoria Anthony**. Registrars are fully qualified doctors who are completing their training in their chosen field of expertise which, in the case of our registrars is General Practice. As a teaching practice we are also looking forward to welcoming medical students from Bristol University from September.



## **STAFF NEWS**

### First Contact Practitioner

We are also pleased to welcome back Stuart Wareham who joined us on 13 July as a First Contact Practitioner. Stuart previously worked with us as a physiotherapist. Stuart is available on Mondays and Tuesdays with a mix of book in advance and book on the day telephone and video appointments. He is able to assess patients with soft tissue injuries, muscle and joint pains and decide on the most appropriate management pathway. It is not within his remit to assess those who are acutely unwell, children, ante or postnatal musculoskeletal issues and other systemic conditions that affect the muscles and joints. Our reception team will assist with bookings where appropriate.



## **PRESCRIPTIONS**

As part of the drive to reduce face to face contact, we are asking all our patients to order their prescriptions electronically using either the NHS App or Patient Access or by phoning your request through to us. The Prescription Desk phone line (01823 250150) is open Monday to Friday 10am to 12.30pm and 2 to 4pm on Mondays, but you can leave a message on this number anytime.

In the past, some patients have come into the medical centre to collect green paper prescriptions, but this is set to end with the roll out of phase 4 of the electronic prescription service (EPS Phase 4). This is now up and running and means that all prescriptions will be sent electronically either to a pharmacy of your choice or to 'the cloud' where they can be accessed by any pharmacy in England using your NHS number which we can supply. Please call us to nominate a pharmacy of your choice.



## **TAUNTON PRIMARY CARE NETWORK (PCN)**

You may have seen on social media that our practice is working more closely with other practices in the area (French Weir, St. James, College Way and Quantock Vale). This is known as Taunton Central PCN. Working across different practices we are able to share ideas and hopefully provide some consistency for patients across the local area by linking in with other healthcare providers.

## **FLU CLINICS**

We know that many of you are keen to know when our flu clinics are starting. It is quite a challenge to provide large scale immunisations in the current climate as we need to ensure we don't have too many patients on site at the same time and there are other considerations such as Personal Protective Equipment (PPE) which will mean that our flu clinics will potentially take a lot longer to run. This matter is being discussed across the Taunton Central PCN and we will know more in the next couple of weeks. We will then make sure our patients know what is happening.



## **SHINGLES VACCINATIONS**

With the arrival of Coronavirus restrictions, routine shingles vaccinations were put on hold. The good news is that Public Health England has recommended that this is reinstated. This vaccination is usually only given to those who are 79 years old, however, some patients who were eligible may have turned 80 during the COVID-19 pandemic. So, if you have had your 80<sup>th</sup> birthday since February 1<sup>st</sup> 2020 and have not had a shingles vaccination, you are eligible for one as a catch-up measure. This must be done before the end of December this year, so please call us to make an appointment.

## **ONLINE CONSULTATIONS**

Did you know that you can now get online health advice tailored to you 24/7? There's now no need to wait on the phone to speak to us, just submit your query to us online and we will get back to you with the advice you need.

Visit <https://www.online-consult.co.uk/org/crown-medical-centre> or access it via your Patient Access app. Please be aware if you are completing the online consultation for a child, this must be done via our website and not the Patient Access app.

### **Getting clinically approved advice when you need it;**

We know that you don't just need medical support during surgery hours and that you may need advice at any time of the day. Our new online consultation system gives you 24 hour access to a wealth of health advice, self-care tips and information. You can submit request forms directly to us for review if you need further guidance.



**Please be aware, it may take up to 48 hours for a response and the system is for routine queries only.**

## **PATIENT PARTICIPATION GROUP (PPG)**

The patient led, Patient Participation Group (PPG) has, for obvious reasons not met since the start of the pandemic but meetings will be resumed as soon as it is safe to do so.

As recommended by NHS England, it is likely that meetings will be virtual meetings for the foreseeable future.

The group enables us to obtain feedback on a number of issues including the range and quality of services provided by the practice. We need to ensure that the group is a representative sample of our practice population and would welcome expressions of interest from other patients.



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### DOCTORS TIMETABLE - FROM SEPTEMBER

| Doctor      | Monday  | Tuesday | Wednesday | Thursday | Friday  |
|-------------|---------|---------|-----------|----------|---------|
| Dr Pendered | AM      |         | All day   | AM       |         |
| Dr Foot     | PM      | All day |           |          | AM      |
| Dr Langston | All day | All day |           |          | All day |
| Dr Moss     | AM      |         | All day   | AM       |         |
| Dr Lambert  | AM      | All day |           | All day  |         |
| Dr Huntley  | AM      |         |           | All day  | PM      |
| Dr Jenkins  | PM      |         | All day   | All day  |         |
| Dr McElroy  | PM      |         | All day   |          | AM      |
| Dr Foster   | AM      | AM      |           |          | All day |

### USEFUL PHONE NUMBERS

|                        |  |
|------------------------|--|
| Reception              | 01823 282151   |
| Prescription Desk      | 01823 250150   |
| Secretaries            | 01823 250166/167   |
| Pharmacy               | 01823 337888   |
| District Nursing Team  | 0300 323 0026  |
| Podiatry Service       | 0303 033 3003  |
| Chiropractor           | 01823 333973   |
| Health Visitor         | 0300 323 0115  |
| Musgrove Park Hospital | 01823 333444   |
| Coronavirus helpline   | 0300 790 6275  |
| NHS Choices            | <a href="http://www.nhs.uk">www.nhs.uk</a>   |
| Talking Therapies      | <a href="http://www.somersetalkingtherapies.nhs.uk">www.somersetalkingtherapies.nhs.uk</a> |

### SOCIAL MEDIA

Keep up to date with what's happening at Crown Medical Centre via the PCN Facebook page and Twitter account



<https://www.facebook.com/TCPCN/>



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