

# CROWN MEDICAL CENTRE

## AUTUMN NEWSLETTER 2019

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

### STAFF NEWS

We do seem to have had rather a lot of changes in the past few months and doubtless you will have noticed some new (smiley!) faces on reception.

#### Admin Team:

Starting with the Admin team, in May we lost Joanna Bojarska, who moved into the LMC office upstairs in this building (so at least we still see her from time to time). Rachel Todd, stalwart of the front desk, left at the end of June and Rebecca Prior in early July. Rebecca (Bex) had been an excellent secretary here for nearly 20 years, and has moved to a job nearer home. We are pleased to welcome Maddison Bryant, Laura Rossiter and Lorien Quinby (business admin apprentice) onto the team in their places. They are all settling in really well but there is so much to learn, please bear with them if they sometimes have to ask for assistance before answering your query.

#### Nursing Team:

Regarding the nurses, Olivia Archer sadly left the practice in June but we have been lucky to have Sophie Illingworth join us subsequently. Her special areas of expertise are Diabetes and Asthma/COPD along with all usual nursing skills.

#### Doctors:

In terms of doctors, Dr Hannah Jenkins was introduced in the last newsletter (as Dr Charles' replacement) and is now very much part of the medical team here. Dr Zoe Fox has joined us recently on the "Retainer Scheme" and Dr Pramina Shrestha is our new GP Registrar. Dr Bryan McElroy was mentioned in the last newsletter and has also become a familiar friendly face at the Crown. He joined us on an International GP Recruitment scheme when he moved from Ireland, and was actually the first candidate in England to complete the scheme. Following a supervised work placement with us he became "fully fledged" in July 2019 and has been doing locum work here since then.

However, Dr McElroy is going to become a permanent fixture from 1/11/19, when he will take on the list of Dr Edward Hayes, who is moving to pastures new. Ed has been with us for a little over three years and has made some very helpful and significant contributions to the practice; we will be sorry to see him go.

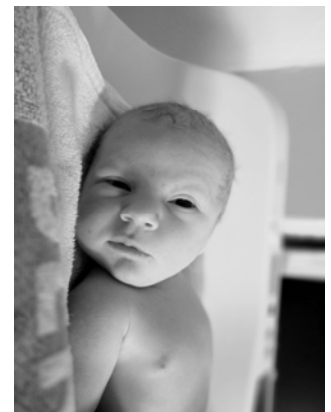
So a fond farewell to some and a warm hello to others – this seems to be the way of General Practice these days!

#### **A farewell from Dr Ed Hayes:**

I am shortly to be leaving Crown Medical Centre after just over 3 years here. It is with regret that I am leaving but I am doing so in order to take on a new role. Some of you know that I also do some work at the hospice and I am planning to spend more of my time doing this. I will also be doing some work at the hospital. I have enjoyed my time at Crown and will miss both the patients and staff here. Dr Bryan McElroy will be taking over the care of the patients on my list. Many of you will already have met him as he has been working with us intermittently over the last few months and I'm glad that the practice has been able to secure such a capable replacement.

### NEW ARRIVAL

We have excellent news regarding Dr Langston's new baby. He and his wife Sophie, along with Arthur and Rupert, welcomed little Ted into the family in August. He is adorable as you will see from these photo's, and some of us have been lucky enough to meet him!



## OTHER NEWS

### Race For Life

A small team of energetic individuals from the practice took part in the local Race for Life, gaining £50.00 for cancer charities.



### MacMillan

Our second MacMillan Coffee Morning was a great success with staff baking, bringing, buying and eating lots of delicious cake. We raised a respectable sum of £48.87 to go to a very worthy cause: MacMillan help everyone with cancer live life as fully as they can, providing physical, financial and emotional support.

### The Portman Street Party

We hear about increasing problems with loneliness and mental illness, and we all know about the cuts to services like mental health and care for the elderly. It's hard to know what we can do to help our community, so I was really excited when I hit on the idea of staging a street party where I live in Portman Street.

I was lucky to have the support of residents in Malvern Terrace (they've recently run their 5<sup>th</sup> street party!) who helped me with all aspects of the event. We applied for a road closure order from the Borough Council and got together with neighbours to plan the event: games, food, competitions etc.

Eventually the day dawned, 21 September! Neighbours came out to decorate the street with homemade bunting and flags. We set up the tables and play equipment kindly lent to us by the Priorswood Community Centre. Then we settled down to the serious business of a cooked brunch, prepared on camping stoves from food donated by our local Co-op and Tesco's. After a round of Get to Know Your Neighbour Bingo we moved on to the afternoon and The Portman Street Bake Off. We all contributed to a community art work showing who lives in each house, and the children had a great time cycling and scooting up and down the traffic free street. Much face painting and glittery art work later, we ended the day with a BBQ and the street was re-opened soon after 9pm. We all know our neighbours a little bit better now and we're looking forward to staging our next party on the anniversary of VE day next year!



## Self –Care and Over-the-Counter Medicines

As everyone is aware, our NHS is under enormous pressure, and it is not a bottomless pit in terms of what it can afford. One way the general public can ease this situation a little is by purchasing basic medications for self-care over the counter (rather than expecting a prescription). Although a prescription charge is £9 these days, many people are exempt from paying at all. This includes children under 18 and older people over 60. The sort of items we are talking about are not expensive individually, but when multiplied to reflect population use they represent a big "hit" for the NHS.

To this end we would not expect to give prescriptions for basic painkillers, antihistamines, skin creams, antacids or laxatives for example. There are many more similar pharmaceutical products, used to treat minor self-limiting conditions which people can manage at home. There is a useful leaflet containing more details, which you can pick up from the surgery or the pharmacy.

Thank you so much for your efforts.



## **FLU CLINICS**

Yes it is flu time of year again, and we have already started our clinics for patients over 65. The others will be available to book as well from now on.

Interestingly the vaccines produced by the drug companies are different for different age groups, so please make sure you book into the correct clinic. Flu jabs are recommended for everyone over 65 plus people with certain medical conditions and children of specific ages.

Please check the NHS website for clarification.



## **SEPSIS**

Sepsis has been very much in the news recently, usually owing to cases being tragically missed. It is a rare result of infection escalating and becoming overwhelming, with people becoming extremely unwell rapidly. Our medical staff are fully trained to recognise early signs with a scoring system called NEWS2. This is also something you could find out more about from the NHS website.

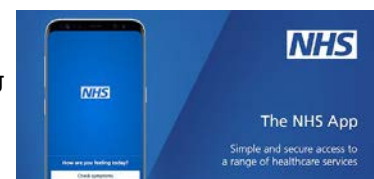
## **MEASLES**

Measles activity has increased globally, including in the UK since 2017. It is important that young people are vaccinated to protect against this. Measles can be a very serious disease leading to ear and chest infections, fits, diarrhoea and damage to the brain. Measles can kill and your child may be at risk if they haven't had the MMR vaccination. The MMR vaccination covers measles, mumps and rubella and it is required in two separate doses.

If your child is due for the MMR vaccination, please do contact the surgery to arrange an appointment. If you are unsure if your child has been vaccinated, please check their red book or contact our reception team who will be happy to check their records.

## **NHS DIGITAL**

Get more control of your healthcare with the NHS app. This is digital application that can be downloaded onto your smart phone, for use with your online access log in. You can use the app to manage and book appointments, order medications and check your symptoms and get instant advice.



## **TEXT MESSAGING**

Since October 2018 we have been using a text messaging service for appointment reminders for patients. This service is only available to patients over the age of 18 who have their own personal mobile number. It is very important that you ensure your contact details are up to date with us. We also use this service to notify patients when their asthma and diabetic checks are due.



## **FAILING TO ATTEND YOUR APPOINTMENT**

We understand that for many reasons patients cannot always attend their booked appointments, but we do ask that this appointment is cancelled. In the last 3 months the following appointments have been not attend by patients.

<b>July</b>	166	<b>August</b>	165	<b>September</b>	193
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We ask you to please think of other patients and cancel your appointment ahead of the scheduled time if you cannot attend or no longer need it.

Appointments can be cancelled by:

- Text message
- Online access including the NHS app
- Phone the surgery directly

## **DOCTORS TIMETABLE**

<b>Doctor</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Dr Pendered	AM		All day	AM	
Dr Foot	PM	All day			AM
Dr Hayes	AM		All day	AM	All day
Dr Langston	All day	All day			All day
Dr Moss	AM		All day	AM	
Dr Lambert	AM	All day		All day	
Dr Huntley	PM			All day	All day
Dr Jenkins	PM	AM	AM	All day	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
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>