

Crown Medical Centre

Summer Newsletter 2018

Staff News

Doctors:-

We are all very sad to say goodbye to Dr Rebecca Newell - Price after many years in the practice (interrupted by a brief sojourn in New Zealand). She is moving to pastures new, doing some work for the hospital and the local Clinical Commissioning Group. Her patients will miss her caring and thorough approach. We extend our very best wishes to Dr Newell- Price for the future.

We are pleased to let you know that we are taking on another GP in her place. Dr Lawrence Huntley starts at the practice on July 16th. He is an experienced doctor who has moved from another practice.

Meanwhile Dr Anna Lambert is on maternity leave, and we are delighted to announce the safe arrival of Naomi Grace on 21st May. A beautiful little sister for the twins. Dr Louise Shanahan is covering Dr Lambert's maternity leave and already feels very much part of the team.

In further baby news, another little girl has been born to Dr Alison Foster, who until very recently was our GP trainee. Emilia Jane born on 27th May, a baby sister for her little girl.

Lots of congratulations all round!

Our current GP registrar (trainee) is Dr Victoria Anthony and she has already settled in really well.



Dr Lambert's baby
Naomi Grace



Dr Foster's baby
Emilia Jane

Administration Staff:-

Claire Bennett retired at the end of April, after 12 years in the practice. Her warm and friendly presence on the front desk has been much appreciated by very many patients over the years; our back office looked like a florist shop for a few days as people turned up with plants and flowers to thank her and send her on her way. We wish her a long and happy retirement, with plenty of holidays and time spent with her family.

New faces on reception since the last newsletter include Gaby Armstrong, Keira Bird and Kathryn Thomas. They are all settling in very well indeed. Mike Brimacombe was a new name just as the last newsletter went to press, and he now feels like an "old hand"!

As several reception staff are pretty new, please bear with us if they do not immediately know how best to help you on the front desk. There is still training going on and they may need to ask a more experienced colleague for help. Our Reception Supervisor is Sharon Grinter, who has been in the practice for over 20 years. She knows everything about everything!!

Sandra Jarvis was with us for a while as part of the "Opal" project, helping support some of our more elderly, frail patients. The role has changed and unfortunately she is no longer attached to the Crown Medical Centre. She was a great help during her time here.



Nurses:-

The Christmas newsletter also announced the arrival of Lorraine Brooks, who sadly decided quite quickly that she was unable to travel so far to work. She was lovely and we were sorry to see her go, however we have been lucky to welcome 2 new faces to the nursing team. Krissie Bromly is an experienced practice nurse who specialises in Asthma and COPD. Olivia Archer comes from a background of Family Planning, so is able to help us a lot in that area. We are absolutely delighted to welcome them both.

Appointments

There always seems to be a greater demand for appointments than slots we are able to offer. This is a countrywide problem and you may well have read that there is a shortage of GPs nationally. We absolutely do our best to accommodate our patients' needs, either by seeing them or giving advice on the phone, or by directing them to other health professionals who may be able to help.

This is why you will normally be asked the nature of your problem when you call for an appointment. Many issues can be dealt with by a nurse, health visitor or pharmacist and do not actually require a doctor at all. Many of you will have met Mark, our primary care practitioner, who sees patients with minor illness and discusses them if necessary with the "duty doctor". He also undertakes home visits to assess patients and then can relay information back to their doctor.

At this time of year Hayfever is causing a lot of troublesome symptoms; antihistamines, eye drops and nasal sprays can all be purchased over the counter in a pharmacy. Similarly you can receive advice and treatment for other minor ailments, insect bites/stings, emergency contraception and so on. Pharmacists are extremely highly trained and can explain all aspects of your medication to you (much better than the doctors!).

Regarding minor and relatively inexpensive medications we do ask that you purchase these yourself over the counter if they are available to buy. Some Paracetamol for one person is a matter of pence, but when multiplied by the number of UK inhabitants taking it can run up a bill into many thousands of pounds. Let's try to help out the NHS if we possibly can! Of course if your circumstances do not allow you to afford such items we will make out a prescription for you with pleasure.

Patient Participation Group

What's a PPG?

It's a Patient Participation Group – and (as you may have seen from various notices in the waiting area) the Crown Medical Centre has got one! The Group is made up of practice management and a cross-section of patients, who meet four times a year to share information and ideas about the Centre. The aim is to create a forum of people, who have different perspectives but share the common interest of having a local care service that works for everybody.

The Group is always looking to recruit additional members and is at present particularly keen to strengthen patient representation at the younger end of the age range. If you are interested and can spare an hour or so at 6pm on a Monday evening once every three months, please contact either the practice or our PPG Chair, Mike Batsch, on 01823 272376.

GDPR

You will all have probably had enough of this, however, bear with us as this is just a brief note about it!

GDPR applies to general practice but is actually pretty complicated. As you can imagine we handle a lot of data and the data is very sensitive. The guidance for practices is changing all the time which makes it even more complicated. The reassuring thing for you as patients is that we are always mindful of how sensitive the data is that we hold and we have always had very strict rules on confidentiality and who we share any data with. This has not changed. What we now have to do is display updated privacy notices for you as patients which outlines how we use your data and who we may share data with. The privacy notices are available in the waiting room, on our website and on nhs choices.

Useful telephone numbers:-

Reception	01823 282151
Prescription Desk	01823 250150
Secretaries	01823 250166
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
Physiotherapy Department (Musgrove)	01823 344 028

Doctors working days:-

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Charles	AM	All day			AM
Dr Foot	PM	All day			AM
Dr Hayes	All day		All day	AM	All day
Dr Langston	All day	All day			All day
Dr Moss	AM		All day	AM	
Dr Pendered	PM (AM from 16/07/18)		All day	All day	
Dr Shanahan		All day	All day	All day	
Dr Huntley	PM			All day	All day

