



Crown Medical Centre

Spring Newsletter 2019



Staff News

Doctors:

It is always with some trepidation that I start these newsletters as there are very often announcements about members of the practice leaving us.

So I will start with the good news, which is that **Dr Anna Lambert** has returned from maternity leave and is pleased to be back at her desk seeing some familiar faces again. We are all delighted to welcome her back.

Another bit of good news is that our GP registrar **Dr Victoria Anthony** has passed her final exam and so is all ready to become a fully-fledged GP very soon (just a small matter of having her second child meanwhile..). She is in the practice for another few weeks and we have really enjoyed having her here.

In April our previous GP registrar **Dr Alison Foster** will be back in the practice following her maternity leave.

Some of you may have met **Dr Bryan McElroy** who has recently started working with us. Dr McElroy is an experienced GP from Ireland who had to fulfil some extra training criteria just to comply with UK regulations. That has now been successfully accomplished so he is up and running with consultations in the normal way and proving very popular.

Dr Laurence Huntley was new to the practice just as the last newsletter went to print, although it feels as though he has been here much longer. He has fitted in seamlessly and his patients are getting to know him well. Dr Huntley has a formal teaching role with Bristol University and is therefore able to enhance the experience of teaching in the practice. We recently hosted a 5th year Medical Student for a month and will have a 4th year starting relatively soon. We do very much appreciate your patience and understanding with these doctors-to-be, allowing them to consult with you for their own learning and experience and giving them constructive feedback. Thank you.

The sad news for the practice is that **Dr Rachel Charles** has decided to move to pastures new and I leave her to say "farewell" as below—

"I am very sorry to be leaving the Crown Medical Centre after 5 years. I will miss all the staff (doctors, nurses, receptionists and administrative staff) who have been so lovely, supportive and dependable during my time here. Thank you for including me in the "Crown" family. Even when stressed and busy you were always there with a smile and a kind word—You have made me smile in some impossible situations. I will miss my patients, it has been a pleasure and an honour to get to know all of you over the years. I will be handing over to Dr Hannah Jenkins in May who I know will give good care to my patients. With best wishes to all of you for the future."

We are pleased to be able to let you know that we have appointed a new doctor to replace Dr Charles. **Dr Hannah Jenkins** will start with us at the beginning of May, having previously been working in a practice in Street. We look forward to welcoming her to the Crown Medical Centre.



Staff News

Nurses:

There have been several changes within the nursing team as well since the last newsletter. We were very sad to say Goodbye to **Eley Farmer**, who had been in the practice for several years and had recently been our Lead Nurse. This role has been taken on very efficiently by **Krissie Bromly**.



In the Autumn **Sharon Henderson** also moved onto pastures new. We have subsequently welcomed two new nurses, **Janet Herbert** and **Alison Faux**. They have settled in really well and the team is going from strength to strength.

A summary of the team members:

Krissie Bromly	Krissie has been in post since April 2018, offers appointments in Asthma, COPD, CHD, hypertension, cervical smears, ear irrigation as well as routine treatment room duties.
Janet Herbert	Janet has been in post since August 2018. Janet is an experienced practice nurse, covering all treatment room duties including cervical smears, ear irrigation, travel and specialises in Diabetes.
Olivia Archer	Olivia has been in post since May 2018. New to practice nursing however qualified in contraception/sexual health and able to fit and remove implants. Olivia is up and running with routine treatment room duties including smears and child immunisations. Olivia is also coming to the end of her Diabetes studies.
Alison Faux	Alison joined the team in November 2018. She has been a practice nurse for 5 years and offers both Asthma and COPD reviews, as well as Travel appointments, child immunisations and ear irrigation.
Liz Towler	Liz has been in post as a HCA at the Crown since 2001. Liz is our INR lead and is able to perform general treatment room duties, with an interest in wound care and management.
Keeley Angrave	Keeley has been in post for two and half years as a health care assistant. Keeley is about to complete her NVQ level 3 in clinic health care and support. Keeley is also booked on an ear irrigation course in May this year.

Reception staff:

The last newsletter welcomed three new team members. **Keira Bird** and **Gaby Armstrong** have settled in really well and they will now be familiar faces on reception. **Kathryn Thomas** was lovely but unfortunately decided that the job was not for her and so she has not stayed. Our newest face is **Louise Chidzey**, who is just settling in but seems to be enjoying it so far.



Appointments:

Yes there is always a section on appointments in the newsletter, and we are still trying our best to please most of the people most of the time! We have a mixture of pre-bookable and “open on the day” appointments for routine matters as well as emergency appointments for matters which cannot safely wait. As you may be aware low GP numbers in the UK are causing some concern although we are pretty lucky in this area. Please think carefully whether you need a doctors appointment or whether perhaps the Pharmacist can advise you. Other health professionals in the practice can often help as well/better than a doctor (nurses, our primary care practitioner midwife etc.) which is why you will be asked the nature of your problem when you phone.

Please contact the practice early in the day for a same-day appointment and especially if requesting a home visit.

Free Health Checks:

For free health checks you can contact www.somersethealthchecks.co.uk, to make an appointment and their findings will be sent through to us.

The Handi app:

These days there are useful health related websites and apps you may be interested in eg. The Handi app, which has been developed by Paediatricians at Musgrove Park Hospital to help parents access simple advice on children's illnesses.

SMS text messaging:

We have recently signed up to send SMS text messages to patients. This is for reminders of upcoming appointments and routine recalls like Asthma and Diabetes. If you would like to receive these, please let reception know so that they can opt you in and ensure your mobile number is up to date.

Repeat medications:

We have a great team on the prescriptions desk and the process runs very well. Prescriptions can be ordered online and you can nominate the pharmacy you wish to use. You can also ring the prescriptions line to re-order, or complete a form in reception. As always we require 3 working days to order your prescription and get it sent across to your nominated pharmacy.

Online booking:

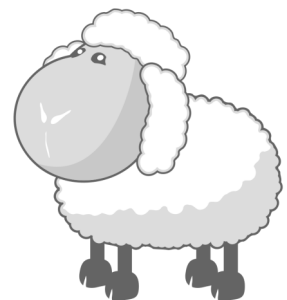
We still offer online booking at the surgery, for patients to order their repeat medications and book routine doctors appointments. New patients will be signed up if they complete the form in their registration pack. If you have not yet signed up for this and would like to, please see a member of reception with two forms of ID (i.e. passport or driving licence and proof of address) and they will register you for this.

Patient Participation Group (PPG):

We have a patient participation group (PPG) at the practice. If you are interested in joining, please contact our Operations Assistant, Vivienne Postma, for further information. We are particularly keen to get representation from all ages and ethnic backgrounds. Even if you are not able to attend meetings, obtaining your views via other methods would be extremely useful to us. We are always looking for new members so please contact us if you would like to be involved.

Update your contact details:

A reminder to please check your contact details are up to date. It is very important that we have your most up-to-date phone number and address to ensure we can provide you with the best care.



Doctors working days:

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Charles	AM	All day	AM		
Dr Foot	PM	All day			AM
Dr Hayes	AM		All day		All day
Dr Langston	All day	All day			All day
Dr Moss	AM		All day	AM	
Dr Pendered	AM		All day	All day	
Dr Lambert	AM	All day		All day	
Dr Huntley	PM			All day	All day

Please note Dr Pendered will be changing to Thursday mornings only from the beginning of May 19.

Useful telephone numbers and links:

Reception	01823 282151
Prescription Desk	01823 250150
Secretaries	01823 250166 / 250167
Pharmacy	01823 337888
District Nursing Team	0300 323 0026 / 0300 124 5606
Podiatry Service	0303 033 3003
Chiropractor	01823 333973
Health Visitor	0300 323 0115
Musgrove Park Hospital	01823 333444
NHS Choices	www.nhs.uk
Travel Clinics	www.boots.com/Travel/Vaccinations www.nomadtravel.co.uk
Talking Therapies	www.somersetalkingtherapies.nhs.uk

HAPPY EASTER EVERYONE

Easter Opening Hours:

MONDAY 15TH APRIL	OPEN 8.30—18.30
TUESDAY 16TH APRIL	OPEN 8.30—18.30
WEDNESDAY 17TH APRIL	OPEN 8.30—18.30
THURSDAY 18TH APRIL	OPEN 8.30—18.30
FRIDAY 19TH APRIL	CLOSED
SATURDAY 20TH APRIL	CLOSED
SUNDAY 21ST APRIL	CLOSED
MONDAY 22ND APRIL	CLOSED
TUESDAY 23RD APRIL	NORMAL HOURS RESUME

**IF YOU NEED URGENT MEDICAL TREATMENT WHEN WE ARE CLOSED
PLEASE CONTACT NHS 111.**

