

# Crown Medical Centre – Spring Newsletter

## Staff News

### Doctors:

We are sad to announce that Dr Lucy Pendered is retiring from the Crown Medical Centre at the end of June, her last working day will be Thursday 15<sup>th</sup> June. Dr Pendered has been a GP Partner since 1994 and is a household name to most patients. We will be very sad to see her go, and she will be extremely missed. We are currently looking to recruit a new salaried GP and patients registered with Dr Pendered will be updated when we have news on who their new GP is. In the meantime, all of the GPs will be looking after Dr Pendered's patient list.

### A small farewell from Dr Pendered:

"I started as a GP partner in this practice in 1994. In those days we worked out of 2 buildings in town – one in Cheddon Road and the other in Silver Street. They were essentially normal houses with some minor adaptations, and neither had any parking space! At the time my partners were Drs Ian Barrie, Richard Eve, Justin Harrington and Karen Manning.

We moved into our purpose-built premises in The Crown Medical Centre in 2002. At the time there was not much housing around us but, as you know, a lot of building has gone on since then and the practice has grown and developed.

I cannot tell you how quickly the last 29 years have passed. We have seen a lot of changes – amongst staff, NHS guidelines, the Out of Hours services and so on. Advances in IT have made the job easier in some ways and much more complicated in others. Then of course we had the Coronavirus pandemic, and that certainly kept us on our toes for a while!

Dr Eve's departure from the practice in 2009 and subsequent death from cancer in 2011 were very low points. Sometimes people remember him and reminisce during consultations with me. Many of my patients have become friends over the years and I do feel very sad to be leaving a career I have enjoyed so much for so long. I would like to thank all my patients for their support and for putting their trust in me; it has been a pleasure and a privilege.

I have worked with many wonderful colleagues and staff members as part of the Crown "family", and I will miss everyone. However, I am now over 60, my husband has retired, and we are soon to become grandparents. Thus, it is time for me to move on.

With very best wishes to you all."

### Doctors continued:

In other news, we welcomed Dr Adam Massey in September 2022 and Dr Olivia Woods earlier this year. Both Dr Woods and Dr Massey are GP registrars (qualified doctors, currently completing their GP training). You may see them both in the practice from time to time.

### Nurses:

We are sad to announce that our HCA Keeley Angrave will be leaving us at the end of June. Keeley has been with practice for over 6 years and has become a huge part of our nursing team. Keeley is off to a role more administrative based outside the NHS. She will be missed by both patients and staff.

### Admin:

There have also been a few changes within our administrative team since our last newsletter and we have welcomed some new faces. Leah Piper joined us in January 2022 as our Business Administration Apprentice, and she will be with us until August this year completing her apprenticeship. Sarah Lindsay joined us in the summer of last year, working on both reception and the prescriptions desk. After 18 years, our Operations Assistant, Vivienne Postma retired from her position in December 2022. At the start of this year, we welcomed Nick Hitchcott as part of our secretarial team and will also be helping out on reception from time to time. Karen Brook joined the team in March and has taken on the role of Contracts and Data Administrator, from Jane Bennie who left us in April. Jane was part of the team for 23 years and left for pastures new.

We are grateful for your continued patience whilst the newer members of the team find their feet.

In March this year, one of our receptionists Louise Cable gave birth to a beautiful baby boy, weighing a healthy 9lbs 5oz. Both mum and baby are doing really well.



## Appointments

It wouldn't be right to send out a newsletter without mentioning our appointments system. I am sure you are all aware that since the Covid pandemic our appointments system changed and all appointments were switched to telephone triage. Whilst Covid restrictions around the country have lifted and things are returning to normal, we have decided to continue to use this system as we feel that it is working well. Patients are able to get the help they need quicker and often without seeing a doctor face to face. We do understand that the system can be difficult to navigate at times and we always welcome your feedback if you feel we could make any improvements.



## Online Consultations

We started using online consultations in March 2021, which has grown to be a great way for patients to make contact with their GP surgery. Online Consult allows access a wealth of health advice, self-care tips and information any time of the day or night or to contact your doctor directly with a health query. The practice will respond to requests within 2 working days and this function is available via our website or the link below. The doctors encourage patients to complete an online consultation form initially so this can be triaged, and appropriate appointments arranged.



[www.online-consult.co.uk/org/crown-medical-centre](http://www.online-consult.co.uk/org/crown-medical-centre)

## Community Pharmacy Consultation Service

Did you know our reception team can refer you to a pharmacy of your choice for certain minor ailments. This is a scheme in place with all local pharmacies, and your GP practice can refer you for a private consultation with a pharmacist to obtain treatment and advice. If the pharmacist feels you need to speak to a GP, they will refer you back to your surgery. The doctors encourage our reception team to use this service as patients can often seek appropriate help from the pharmacy quicker than waiting for a GP appointment.



## Patient Participation Group

Our patient group is made up of a maximum of 12 patients registered at the Crown Medical Centre, who are a representative sample of our Practice population and have been patients with us since July 2011. The group meets every 12 weeks and works through an agenda which consists of topics put forward by patients, members of the group as well as doctors, nurses, and administration staff. The group addresses such issues such as access to the building, patient communication, the appointments system, and contents of patient questionnaires to name but a few.

Due to Covid restrictions the group hasn't met since early 2020 but we are keen restart these meetings now that it is safe to do so. We are encouraging new members to join and if you are interested, please email our Deputy Practice Manager, Charlotte Barham on [charlotte.barham@nhs.net](mailto:charlotte.barham@nhs.net) or ring 01823 282151.

## 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 and by 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 and sharing ideas.

We have members of staff who work on behalf of Taunton Central PCN and you may speak to them from time to time relating to a number of different things. These include Paulo Alberto and Peter Fee our Clinical Pharmacists, as well as Hannah Fishlock and Jen Livings our Cancer Care Co-ordinators.



## GP working days

Doctors	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Lucy Pendered	AM		All day	AM	
Dr Anna Lambert	AM	All day		All day	
Dr Thomas Langston	All day	All day			All day
Dr Rebecca Moss	AM		All day	AM	
Dr Kate Foot	AM	All day			All day
Dr Hannah Jenkins	All day	All day		All day	
Dr Alison Foster	AM		All day		All day
Dr Christian Jennings	PM			All day	All day

## Useful Telephone Numbers

Reception	01823 282151
Prescription Desk	01823 250150
Secretaries	01823 250153
Pharmacy	01823 337888
District Nursing Team	0300 124 5606
Podiatry Service	0303 033 3003
Chiropractor	01823 333973
Health Visitor	0300 323 0115
Musgrove Park Hospital	01823 333444
Coronavirus helpline	119
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>