

# Spring Newsletter 2017

Crown Medical Centre, Venture Way, Taunton, TA2 8QY

## **Staff news**

You would be forgiven for thinking we have had an excessive number of staff changes during the past year - we do feel this ourselves but are doing our very best to look forwards rather than back, and to put all our energy into the new team!

### **Doctors:**

Dr Karen Manning and Dr Justin Harrington left the Crown at the end of August 2016, after 22 and 25 years in the practice respectively. We gave them a good send-off and wish them both all the very best for the future.

They have been replaced by Dr Tom Langston and Dr Ed Hayes, whom many of you may already have met. They have both settled in extremely quickly and easily and we are absolutely delighted to have them. Dr Rachel Winter has been covering Dr Foot while she is on maternity leave (more on that later!) and her input has been fantastic as well.

It is with great sadness that we are also saying Goodbye to Dr Chris Krasucki, who joined us just as we moved into this building in early 2002. He has worked tirelessly for the practice and for his patients, and we know he will be much missed. If anyone wanted to express their thanks to him he is asking for donations to SAVES (Somerset Accident Voluntary Emergency Service) which is a service he volunteers for. Please ask at reception.

Dr Krasucki's work is being taken on partly by Dr Rebecca Moss, who will join us in March, and some of his patients will be moved to the lists of other existing partners. Nobody will be left without a registered GP, although we may not be able to tell you yet for certain who your GP will be.

### **Other staff:**

We have also lost 3 of our experienced nurses during the same time period – Penny Mabley, Terese Davison and Laura Cope. We were so sorry to see them go but are delighted to have welcomed Caroline Harding (lead nurse), Sharon Henderson and Keeley Angrave to the team.

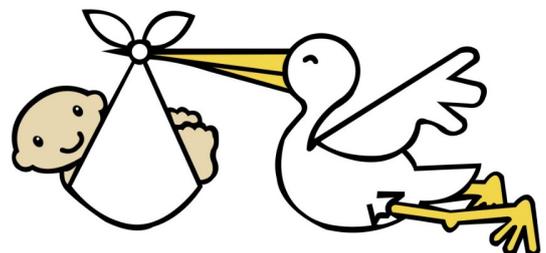
In addition, we are soon going to have a paramedic called Mark Hayden working with us in the surgery. He will be able to see cases of "minor illness" and will also do home visits.

On the secretarial front we are really sad to be losing Jane Giles, who has worked here so efficiently for many years. We are however welcoming back Louise Gorringer who has been with us before.

### **New arrivals:**

It has been a long time since we had any new babies amongst the staff here, so it is with much excitement that we announce the arrival of two boys within a couple of weeks of one another last October.

Dr Foot's baby is called Seb and is a brother to her little girl. Dr Langston's wife gave birth to Rupert and they now have two boys. Big congratulations to all! The babies joined us briefly during our practice Away Day in November at Hestercombe House.



### **Appointments:**

This topic comes up in most newsletters, but that is a sign of how important it is to all our patients. We do try very hard to offer a selection of appointments with the GPs- those which can be pre-booked, open-on-the-day appointments, telephone appointments (which may be routine or urgent) and of course home visits in appropriate circumstances. Other professionals also offer appointments (nurses, midwife, paramedic) and you will be asked the nature of your problem so that you can see or speak to the most appropriate person. We will very soon have an attached GP registrar (trainee) Dr Sutherland, who will also see patients but under supervision.

**Remember you can sign up to make on-line appointments if this is easier than telephoning.**

### **Patient Participation Group:**

We are always looking for new members to join. There is more information about the group on the notice board in the practice foyer. If you are interested, please speak to reception.

### **Get Online!**

Don't forget that you can order repeat medications online as well as book doctors' appointments if you register for online access. To do this you need to present at reception with two proofs of ID, photographic proof (passport/driving licence) & proof of your address (utility bill valid within the last 3 months)

### **Prescriptions:**

Just a reminder that all repeat medication ordering takes **3 working days** before collection. Please bear this in mind when you submit your order.

We now have a designated prescription area, with a prescription request form along with a new red box (located by the pharmacy).

### **Travel appointments:**

We are changing the way we manage our travel appointments in order to improve the service, There is now a short form for you to complete and return to us before booking your appointment. This will allow the nurse to check which vaccines you are likely to need prior to seeing you. The form is available from reception or you can print one off from our website and return by post. Please complete a form for each person who needs a travel appointment. Most vaccines need to be given at least 2 weeks before travel and some are given as a course over several weeks or months, so it's never too early to start. You can find lots of information on topics such as insect bite avoidance, travel insurance and food/water precautions at [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) which you may find helpful to look at before your appointment.



### **Childhood immunisations clinic:**

Just a reminder that we run a walk in immunisations clinic for children, usually every Wednesday between 2 & 4.30pm. It is always worth ringing before coming in to double check the clinic is running.

### **Useful telephone numbers:**

Reception	01823 282151	Prescription Desk	01823 250150
Pharmacy	01823 337888	District Nurses	0300 323 0026
Health Visitors	0300 323 0115	Musgrove Park	01823 333444

