PRACTICE NEWSLETTER SPRING 2015

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Welcome to our latest Practice Newsletter, keeping you abreast of what is happening at “The Crown”. We always welcome your input so please see contact information over the page.

STAFF NEWS

Doctors

We were all very sorry to say Goodbye to Dr Shaula Reilly on the 31st December 2014. She has been a partner here for ten years, an extremely popular doctor and hard-working member of the team. She has taken up a hospital job but we hope she will keep in touch.

She has left us a message to pass on, as follows

Description: Description: Description: Description: C:\Documents and Settings\amy gould\Local Settings\Temporary Internet Files\Content.IE5\ZH3UZ54A\MC900434471[1].wmfI would really like to thank everyone for all their kind wishes over the last few months and I am sorry that I did not have the chance to say goodbye to everyone. It has been a great privilege to work as a GP at the Crown for the last 10 years and to get to know so many different people. I will really miss everyone, but have left with lots of good memories. I would like to wish all the patients and staff a very happy 2015

We have already appointed Dr Reilly’s successor, who will start in the practice at the beginning of March. Dr Kate Foot is really delightful and we look forward to working with her. Most of Dr Reilly’s patients will be transferred to Dr Foot’s list but in the meantime two locum doctors are holding the fort between them. These are Dr Liz Stanyer and Dr Sean Nolan, and we are most grateful for their help. A small proportion of Dr Reilly’s patients will be registered with other current partners in the practice to balance the numbers of individuals on each doctor’s list. This has come about because Dr Foot will be working in the surgery for four half days per week while Dr Reilly covered five.

We are delighted to have welcomed Dr Karen Manning back to work in the Autumn after her period of sickness absence, and she is now here for all her usual sessions again. Dr Kate Spreadbury stood in for Dr Manning while she was away and was a tremendous help.

Dr John Machling has been with us for six months, he is a GP trainee or “registrar”, which means he is a fully qualified doctor but not quite a fully -fledged GP yet. We have very much enjoyed having him in the practice for six months, he has provided excellent care and many patients have got to know him well. He leaves at the beginning of February and we wish him all the very best in the future.

Description: Description: Description: Description: Description: Description: Description: Description: Description: C:\Documents and Settings\rebecca gordon\Local Settings\Temporary Internet Files\Content.IE5\7Q3DOMG5\MC900250462[1].wmfAPPOINTMENTS

You may be aware that over the past 6-9 months we have been moving to a more strictly list-based system than we had previously, in order to improve continuity of care. This means that patients are encouraged to see their “own” doctor if at all possible, although in an emergency (or when someone is away) that may not always be possible. If you are unsure which doctor you are registered with then do please ask.

NHS PRESSURES

You will not have failed to notice how much the NHS is in the news at the moment. What with pressures on A and E and long waits for appointments etc the press has plenty to report on. We would like to reassure you that we do provide a very thorough service here at The Crown during the week. We can be contacted for urgent matters as early as 8am and we are always open all day until 6.30pm. During the Out of Hours period there are doctors you can contact (though sometimes the telephone triage process can be time consuming when demand is high.) To access this service please call 111. Any patient can ALWAYS be seen here on a weekday during the hours mentioned above, if they have an urgent problem. It is not appropriate to attend the Emergency Department at the hospital with coughs, colds, water infections, vomiting and so on. Their time must be reserved for acute emergencies plus accidents.

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRw&url=http://blog.icecreates.com/2014/02/06/help-your-communities-to-choose-well/&ei=UY_HVNLIAsfbPdSJgaAD&bvm=bv.84349003,d.ZGU&psig=AFQjCNGpU0j7QEhY3_RMIX-twF-ptDRyCQ&ust=1422450859748226)We have been seeing a very large number of fluey colds and tummy upsets during the past few weeks, and in most cases there is not all that much we can do to help clear them up. In people who are normally well these are usually self-limiting and can be treated with Paracetamol, fluids and rest. Remember a pharmacist can also offer advice. Of course in the very young, the elderly and those with other health problems it may be necessary to see a doctor.

**FRIENDS AND FAMILY QUESTIONNAIRE**

You may have had one of these questionnaires offered to you already, as we have had them in the surgery since the end of September – but if not we would be grateful if you could fill one in. It is a contractual requirement for us to provide these for scrutiny, along with other hurdles we have to jump through. The basic premise of the question is whether you would recommend us to your family and friends, and obviously we hope this is the case. If not, the aim would be to learn from your comments. Thank you.

1. [](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRw&url=http://www.amisp.fr/site/dpc-formations&ei=RpHHVJK9GcqsPJKagPAF&bvm=bv.84349003,d.ZGU&psig=AFQjCNGNMv9Zg54FKRVEheFubmFIrTksYg&ust=1422451311764445)[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=&url=http://www.communication-publicite.com/optimisez-questionnaire-fidelisation/&ei=75DHVJ7GG-Gu7AbmiYHIDA&bvm=bv.84349003,d.ZGU&psig=AFQjCNGNMv9Zg54FKRVEheFubmFIrTksYg&ust=1422451311764445)
2. [](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=&url=http://www.communication-publicite.com/optimisez-questionnaire-fidelisation/&ei=75DHVJ7GG-Gu7AbmiYHIDA&bvm=bv.84349003,d.ZGU&psig=AFQjCNGNMv9Zg54FKRVEheFubmFIrTksYg&ust=1422451311764445)

**MEDICAL STUDENTS AND RESEARCH**

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRw&url=http://imgkid.com/pile-of-books-clip-art.shtml&ei=45HHVLvnKYjEPIK7gLAN&bvm=bv.84349003,d.ZGU&psig=AFQjCNGM7QKPP9bkt3lKf-jHAA0apPNUSA&ust=1422451531159445)We continue to offer teaching to student doctors from Bristol Medical School, from various year groups, and to undertake a selection of research studies. Sometimes you will be asked to take part in a student consultation or be put forward for a research purpose, but *it is never obligatory and you can always decline!*

ELECTRONIC PRESCRIBING

This is now up and running and should be working reasonably smoothly, although occasionally there is a problem. Your feedback is always helpful!

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRw&url=http://www.boots.com/en/Pharmacy-Health/Health-pharmacy-services/Pharmacy-services-support/Electronic-prescription-service-NHS/&ei=VpLHVPDnIsTePcLrgKAF&bvm=bv.84349003,d.ZGU&psig=AFQjCNF5rx8BL2Xpztvswb5p_QmBmo5zzA&ust=1422451656138856)

**USEFUL TELEPHONE NUMBERS**

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Crown Medical Centre 282151

Prescription Line 250150

District Nurses 03003230026

Health Visitors 0300323 0115

NHS Direct (advice) 08454647

Out of Hours, NHS 111 111

Boots Chemist (attached) 337888

Chiropractic Clinic (upstairs) 333973

Acute Community Eye Service…

Earlam & Christopher 282861

NHS Dental Emergencies 0300 123 7691

NHS Stop Smoking Service 0303 033 9840

NHS Contraceptive and Sexual Health

0300 1232930

The Samaritans 288998

We also welcome any comments from you. Please direct these to our Practice Manager, Mrs Claire Gregory (email enquiries@crownmedicalcentre.nhs.uk)

Description: Description: Description: Description: C:\Documents and Settings\amy gould\Local Settings\Temporary Internet Files\Content.IE5\ZH3UZ54A\MC900410899[1].wmf**WE WISH YOU ALL A VERY HAPPY SPRING HOLIDAY AND EASTER CELEBRATION IN DUE COURSE**