

CROWN MEDICAL CENTRE SPRING NEWSLETTER 2021

Welcome to our latest newsletter. We are keen to update you on staff updates, recent events, forthcoming issues and general advice

COVID-19 Vaccinations

After an extraordinary year when all of us have all been affected by Coronavirus, we are delighted to be part of the amazing, national roll out of Covid vaccinations.

We have been running vaccination clinics from College Way Medical Centre as well as at Crown, with other patients going to Taunton Racecourse for their jab. We are grateful for the positive feedback we've had from patients attending the clinics. We were also proud to discover that Somerset has provided more first vaccinations than any other county in England: 96.3% of all over 80s and 93.4% of all over 70s (figures correct at 12 February.)

Our most vulnerable patients are being called for their vaccines first, and we are busy calling our other patients. We will make sure everyone is called when it's their turn. This is a massive operation with staff working overtime to make the operation run smoothly. You can play your part by not calling us to find out when you will be getting your vaccination, please be assured we will contact you in due course. We will soon be using a new system called Accubook where patients will be sent a text to their mobile phone with a link to allow them to book their own appointment; this will help speed up the process. So, it would be good if you can make sure we have an up to date mobile number.

We thank all patients for being very understanding and patient with the surgery during this difficult time.



Nurse Gemma Bull

Staff News

Nursing Team:

In February we said goodbye to Krissie Bromly our Practice Lead Nurse, who has moved on to work in Nursing education. We were lucky to attract an excellent candidate to replace her: Gemma Bull, who joins us with over 10 years' experience.

This is her story:

I Qualified in 2008 as a nurse and started working on Eliot ward then A&E at Musgrove. After a year in A&E I moved onto the staff bank in Musgrove for 4 years. After this I got a job with the District Nursing team working for 3 years as a community nurse in Bridgwater. I joined East Quay Medical Centre in 2016 where I started working as the link nurse for the District Nurse team. From East Quay I came here where I am loving my new role as lead nurse. Everyone has been so welcoming and friendly.



Doctors:

We are sad to be saying goodbye to Dr Laurence Huntley. After nearly 3 years at Crown he has accepted a job with an increased educational role which will enhance his work with Bristol University as well as continuing with training GPs and other healthcare professionals. We are currently in the process of recruiting for a new salaried GP but for now Dr Huntley's patient list will be picked up by Dr Harriet Muray. His last working day was Monday 10th May. His cheery personality will be very missed around the surgery but both staff and patients.

Staff News Continued

Doctors:

Dr Bryan McElroy has celebrated the arrival of a beautiful baby girl Rosa and after more than 2 years working at Crown, he is parting ways to help take care of Rosa & develop his interest and work in mental health and the Alexander technique. He says "It has been a privilege to work with the staff at Crown who exemplify attention to detail, care and diligence in their daily work. It has also been a pleasure working with the patients at Crown, striving to optimise patient health and wellbeing in a caring and honest way."

With the departure of Dr Victoria Anthony as our Registrar, we have welcomed Dr Paulomi Talapatra as our latest new addition who will be with us until August. We are also pleased to announce that our GP registrar Dr Muray has now completed her GP training and will be staying with us until later in the year.

As part of our role as an educational practice, we continue to host experienced medical students, who will have their own clinics supervised by a nominated GP. With us until the end of March we have 5th year students Stephen Muller and Pablo Giacomi, then through to early June we have six 4th year students with us.

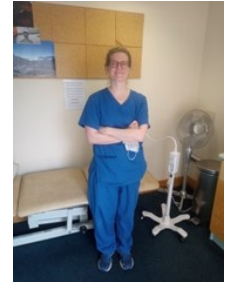
We are recruiting salaried GPs to replace Drs Huntley and McElroy.

Admin Team:

We are delighted to welcome both Mai Wan and Karen Marsden into our reception team. Mai started with us in April and Karen the middle of May, so please bare with them whilst they find their feet. We hope you will make them both feel very welcome.



Baby Rosa



Dr Harriet Muray



Dr Paulomi Talapatra

Online Prescription Requests

We are happy to receive your prescription request by phone or in writing, but it's much quicker and easier to use one of the online methods which are available at any time. You can email us at somccg.prescriptions.crownmc@nhs.net or we can help you to set up a log in to Patient Access.

You can also request repeat prescriptions through the NHS App and through any of the online pharmacies available.

Online Consultations

You may find our E-Consult facility useful if you have a non-urgent health problem. You can access this via our home page or we can text you a link with some instructions. E-Consultations allow you to 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. We promise to respond to your request within 48 working hours. The link for online consultations is as follows;

www.online-consult.co.uk/org/crown-medical-centre



We're here for you

Please don't hesitate to get in touch with us if you are struggling with a new or existing health problem.

All first appointments are by phone, but please be assured that your doctor will arrange a face to face appointment if this is needed. This system has proved to be clinically safe and effective and much more convenient for patients.



We are now able to send and receive text messages and photos from patients, so please make sure you let us know if you change your mobile phone number.

Patient Participation Group (PPG)

The patient led, Patient Participation Group (PPG) has, for obvious reasons not met since the start of the pandemic but meetings will be resumed as soon as it is safe to do so.

As recommended by NHS England, it is likely that meetings will be virtual meetings for the foreseeable future.

The group enables us to obtain feedback on a number of issues including the range and quality of services provided by the practice. We need to ensure that the group is a representative sample of our practice population and would welcome expressions of interest from other patients.

New Telephone System

On Tuesday 23rd March, we changed our telephone system. There are few important things to note. Going forward if you telephone the surgery you should not longer receive an engaged tone. Your call will be placed in a queue for our reception team. If the queue is quite large you are able to ask for a call back and the telephone system will automatically hold your place in the queue. It will then ring you back when you move down the queue to call position 2. If you need to order or discuss any medications during the prescription desk opening hours, you can now press option 2 and you will be automatically placed in the prescription desk queue.

You will also notice the options have changed, these are as follows;

- Appointments and results — Select option 1
- Prescriptions (to order and discuss any medication queries) — Select option 2
- Secretaries (to discuss referrals and medical reports) — Select option 3
- General reception queries — Select 4
- Coronavirus admin enquires — Select 5

We ask that you are patient with our reception team whilst they are finding their feet in using the system and we apologise if it takes us a little longer to answer you call whilst we adjust to the changes.



Doctors 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	PM	All day			AM
Dr Hannah Jenkins	PM	AM	All day	All day	
Dr Alison Foster	AM	AM	AM		All day
Dr Harriet Muray	All day			All day	All day
Dr Paulomi Talapatra	All day	All day	All day	All day	All day

Useful Telephone Numbers

Reception	01823 282151
Prescription Desk	01823 250150
Secretaries	01823 250166/167
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
Coronavirus helpline	0300 790 6275
NHS Choices	www.nhs.uk
Talking Therapies	www.somersetalkingtherapies.nhs.uk

Social Media

Keep up to date with what's happening at Crown Medical Centre via the PCN Facebook page and Twitter account.



<https://www.facebook.com/TCPCN/>



<https://twitter.com/TauntonPCN>