

THE MARCHES SURGERY

Summer/Autumn 2019 Newsletter

THE TEAM

We have been delighted to welcome new members to our team in recent months, further expanding the services we offer.

Natalie Kempshall is an Advanced Nurse Practitioner. Nat is very experienced in this role and is holding regular surgeries as well as helping with our home visits. She is also helping us in improving the quality of service we provide, and is currently working on our management of terminal illness and palliative care. She is a Queen's Nurse, a distinguished award.

Sarah Standring has joined us as our lead receptionist. Sarah brings extensive experience to this role and is working hard to improve our front of house service. Mandie Heyden has joined our front desk and administration team. She is our lead for medical and insurance reports, and has improved our systems significantly. Kim Marston has joined our front desk team. She has been a paramedic for many years, so comes with much experience.

You can now see a GP, a Nurse Practitioner (Caroline Mansell or Natalie Kempshall), a Primary Care Practitioner (Mel Bird), a practice nurse, health care assistant, mental health specialist nurse (Iain Braggins), a musculoskeletal specialist (Nadine Hodgson), or our Social Prescriber. Our receptionists will help you identify who is the best clinician to meet your needs.

We are a happy team, and partake in regular practice outings. In November we are off to the ballet in Birmingham.

DOCTORS IN TRAINING

As a training practice, we always have junior doctors with us who are completing their training as GPs. Currently we are very fortunate to have a number of excellent young doctors – Isobel Quinn, Joshua Bilbie, Giles Dawnay and Adnan Asghar are all holding regular surgeries, and Habibah Ghulam and Lucy Glasgow will be with us one day per week to gain early exposure to general practice. They bring with them fresh ideas, up-to-date knowledge and enthusiasm!

We also continue to host medical students from Keele University. Currently, Annabel Nichols, a final year student, is with us for a ten week placement.

PHONES

In March we installed a new phone system, increasing the number of incoming lines and introducing a queueing system, and we will endeavour to answer your call as quickly as possible. We hope that you will now only rarely obtain an engaged tone. Please do not hang up if you are in the queue – you will lose your place! The phones are very busy between 8am and 10am, and so we would ask that, if you are not booking an appointment, you postpone your phone call until after 10.30am.

BODENHAM

We are pleased to have increased our service at our branch surgery in Bodenham. There are now surgeries every morning as well as Tuesday and Wednesday afternoons. All the doctors have at least one surgery per week there, as do our nurse practitioners Caroline and Nat, practice nurses Sharon and Gemma, and HCA Ruth. In October we will open the doors and phone lines from 8 am, in line with our main surgery in Leominster.

SMS TEXTING

We have introduced a text messaging service which will allow us to contact you by text if you have a mobile phone. This is very helpful for reminders about appointments, responding to simple queries, letting you know about results and so on. Please help us by making sure we have your correct mobile number. If you do not want us to contact you in this way, please let us know.

Co-Co – COMPASSIONATE COMMUNITIES

Following the success of the Co-Co project in Bodenham, we are delighted that a similar initiative has been started in Leominster, supported by both practices. It will allow GPs and nurses to identify those who are lonely or isolated and link them to a volunteer who will visit them to provide companionship and support (but not hands on care). We are keen to identify new volunteers. The commitment is about one visit per week. Training is provided by St Michael's Hospice (two or three sessions of about two hours). If you are able to help, please contact the co-ordinator, Virginia Bird on 07904 458566 or Virginia.bird@btinternet.com.

ReSPECT

This stands for "Recommended Summary Plan for Emergency Care and Treatment". ReSPECT is a process that creates personalised recommendations for a person's clinical care in a future emergency in which they are unable to make or express choices.

It is a new approach to encourage people to have an individual plan to try to ensure that they get the right care and treatment in an anticipated future emergency in which they no longer have the capacity to make or express choices. It is being introduced across the NHS in Herefordshire (and many other counties). More details can be found at <https://www.resus.org.uk/respect/>. If you would like to complete a ReSPECT form, please see one of the GPs or Nurse Practitioners to discuss it. The plan will be stored on your GP records and can be sent to the hospital. Out of hours services will also be informed that it is in place.

Palliative Care

We are working hard to improve the care we provide for those near the end of their lives, and for their families and carers. A team approach is required, with district nurses, Macmillan nurses, hospice teams, care agencies and (above all) the family. We hold regular monthly multidisciplinary team meetings to discuss all relevant patients. We have signed up to the "Daffodil Standards" produced by the Royal College of GPs and Marie Curie UK. We welcome any feedback from carers and families about how we can improve this aspect of our care.