

PATIENT PARTICIPATION GROUP

YOU ARE INVITED TO OUR NEXT MEETING

MONDAY 7TH OCTOBER 2024 - 6.30p.m. – AT CATHERINE HOUSE SURGERY

Over the recent months there have been several changes at the surgery:

**The Doctors**

Dr Rebecca Heslop has been on Maternity Leave, we have missed her but Drs Kate Field and Peter Holley have been filling the void for us, and have been a joy to work with. We welcome Dr Heslop’s return to her normal duties in November.

The remaining Doctors have been working hard for you and will continue to do so:

Dr James Cooper, Dr Sally Sheppard, Dr David Jones and Dr Nicola Stapells.

Our Registrar, Dr Alice Warwick-Jones has now moved on, to finish her academic training, and become a mum.

We continue to have Foundation Year Two Doctors, they are each with us for four months and for this coming year we have just one at a time, currently Dr Mark Cobb.

We also continue to accommodate Final Year medical students and both first and second-year Physician Associate students.

**The Nursing Team**

Our Lead Nurse, Julie Frost continues to work hard for both the Practice and as Lead Nurse for South Dartmoor and Totnes PCN (Primary Care Network). Specialising in Diabetes for us at the surgery, along with all the other necessary skills for a Practice Nurse.

Jackie Holt, who was our Respiratory Specialist Nurse, has retired to spend more time with her husband and family and we now have:

Nikki Goozee, who specialises in Asthma and Respiratory problems, but again is very able at all the other necessary skills for a Practice Nurse.

Fay Roblin, HCA (Health Care Assistant) continues to work with us, extending her nursing time hours, but still helping us out on the Admin Team once a week.

Susan Cooper, HCA – has been on long-term sick leave, and has resigned, due to ill health.

Jourdan Hobbs, Trainee Nurse Associate – will be taking her exams shortly and towards the end of the year moving on to her next adventure. We wish her luck.

**Administration Team**

Lots of changes here – Deb our Office Manager has stepped down, to spend more time with her family. Gail has retired, again to spend time with her husband and family. Hollie has moved on to pastures new.

Natalie has joined us as Office Manager and is settling in well and learning the ropes.

Dawn joined us last year and is now the old hand!

Lisa has joined us from a Secondary care position at Torbay.

Charlotte has joined us from another Practice.

The team has settled in extremely well. Please be patient with us all as ‘Reception’ really is not just answering the phone – here at Catherine House, the Administration team work extremely hard, doing all the administration jobs that arise within General Practice, there is a very steep learning curve, and if we do not know the answer to a query we will always do our best to find it and come back to you.

**The Surgery**

We no longer have the PCN Paramedics nor the first contact Physio, these were employed by the PCN and worked across the five surgeries (Catherine House, Leatside, South Brent, Ashburton and Buckfastleigh). After due consideration it was decided that this was perhaps not the best use of the staff and money and the PCN will consider our position around employing future PCN staff.

We now have two extra clinical rooms on site, upstairs, for the use of clinicains, PCN staff and students and have still managed to keep a large meeting room for education, training and meetings.

**Appointments**

We continue to offer telephone and face-to-face appointments, which can be booked up to two weeks in advance. We do keep some appointments available for Urgent on the day problems, but if your request is not urgent you do not need to telephone at 8 a.m. we can take these requests at any time.

We may also offer you an appointment at Leatside Surgery on a Saturday morning or Albany Surgery in Newton Abbot on a Saturday afternoon. This is the PCN run Extended Access service, and although you may not see a GP from this surgery, the Doctors and nurses do have access to your records (with your consent) so can consult with you safely.

**Prescriptions**

Our preference for receiving prescription requests is via the NHS App/Systm1 App – these requests go directly to the GP’s avoiding the administration team and therefore leave no room for error. We realise that some patients do not have such access (although we would encourage it) and will accept prescriptions on paper – dropped into the surgery letterbox or prescriptions box (behind the LHS entrance door) or via e-mail direct to the surgery – in both of these cases we need; name, dob, and names of items required – this is the only safe way for us to arrange the preparation of the prescriptions, we cannot guess your ‘HRT’ or ‘Heart’ medication!

**Online medical requests**

For non-urgent medical or administration requests, the Contact Your Surgery link on our website can be used- we endeavour to respond within 72 hours to these requests and often do so sooner.

Staff Leads and Contact Details

Whistleblowing concerns- Sheila Lamkin PM

Freedom To Speak Up Guardian Service - (whistleblowing) Name: Devon Local Medical Committee Email: SupportHub@devonlmc.co.uk Tel - 01392 549789

* Caldicott Guardian – Sheila Lamkin
* Safeguarding Adults – Dr James Cooper
* Safeguarding Children – Dr Nicky Stapells
* Diabetes Lead- Dr Sally Sheppard - Nurse Lead – Julie Frost
* Respiratory Medicine Lead- Dr James Cooper – Nurse Lead – Nikki Goozee
* CQC Manager – Prof. Nick Cooper
* Cancer Care Lead- James Cooper
* Learning disabilities lead- Dr Nicola Stapells
* Complaints lead – Sheila Lamkin

**We would love to see you at our PPG meeting to discuss your thoughts and comments on our services, ideas for improvements, changes, etc.**