

Sidney House and The Laurels Surgeries

Produced by the Patient Participation Group [PPG]

PPG Newsletter

The PPG aim to produce this newsletter quarterly and it will be circulated by the following methods:

- Email to those valid email addresses that are held by the surgeries
- Available from either Surgery (newsletter stands located in the reception area)
- On the surgery website

List Closure:

During a recent meeting with NHS England, Dr Cunningham was told that the surgery would lose approx. £40,000 per year, despite the huge catchment area, and doctor to patient ratio.

Sidney House & The Laurels surgeries are now closed to new registrations and temporary residents except for new babies and immediate family (subject to proof of residence) residing with Patients already registered at the Practice. This action has been taken due to reduced funding, our current list size and capacity. The Practice are working with NHS England and the CCG and will announce if and when we are able to accept new registrations in the near future.

Extended Access to GP Services

Extended Access offers bookable appointments for GP-led services later into the evening, at weekends and bank holidays. These appointments are available at a number of sites called "extended access hubs" across mid Essex and could be with a GP, Nurse Practitioner, Practice Nurse or Health Care Assistant.

You can book an appointment to attend any of the extended access hubs. There are 4 extended access hubs and they are:

- Elizabeth Courtauld Surgery, Factory Lane West, Halstead, CO9 1EX
- North Chelmsford Health Centre, Sainsbury's, 2 White Hart Lane, Chelmsford, CM2 5EF
- Mount Chambers Surgery, 92 Coggeshall Road, Braintree, CM7 9BY
- Blackwater Medical Centre, Princes Road, Maldon, Essex. CM9 5GP

Important: THIS IS NOT A WALK IN SERVICE.

It can be used only by booking an appointment through your own GP practice or NHS 111.

Please visit the Sidney House and The Laurels Surgeries website for further information.

GP Practice Flu Clinics

Sidney House & The Laurels surgeries sincerely apologise to our Patients for any inconvenience that may have been caused when some Flu Clinics had to be cancelled at short notice.

The Practice had taken delivery of sufficient vaccines to support the advertised clinics but unfortunately due to an unexpected technical failure the first delivery of vaccines had to be destroyed for Patient safety reasons. The Practice then experienced a delay in obtaining some replacement vaccines (which were held in reserve by the suppliers) before we could recommence the flu campaign. Whilst the Practice have continued to take the remaining staged deliveries to our Surgery there is no certainty that we will be able to get enough vaccines to replace those that had to be destroyed.

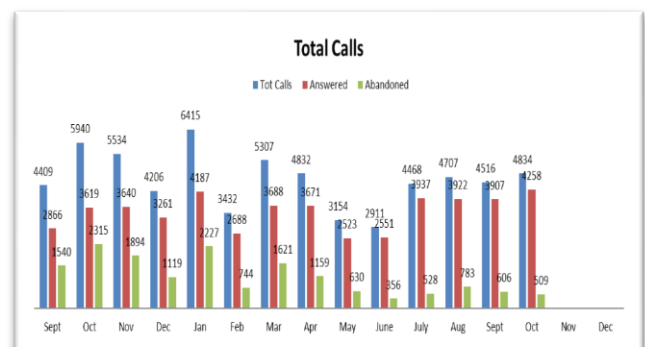
Due to a national shortage of this year's vaccines (particularly the vaccine appropriate for the over 65's) most local Surgeries and Pharmacies are struggling to meet Patient demand.

Sidney House & The Laurels surgeries are working closing with the Pharmaceutical suppliers to try to get further supplies of flu vaccine, but this may prove extremely difficult as the suppliers are stating that they will not be making additional vaccines.

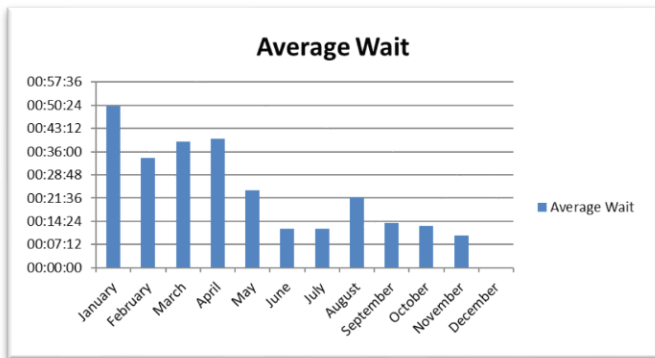
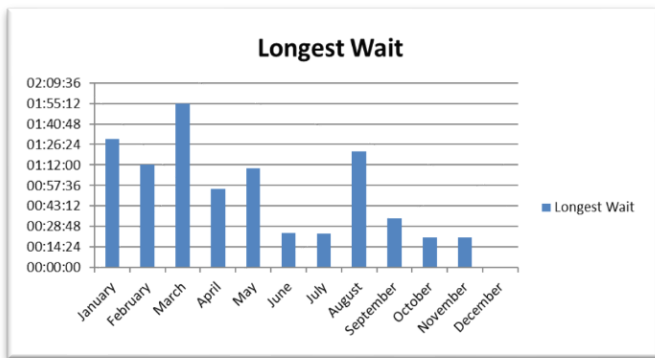
We will up-date our website and bulk text (as appropriate) as and when we have more information. Thank you for your patience.

Telephone System

The Practice is monitoring the data from the telephone system daily. Additional staff are answering calls at peak times and the system appears to be settling down.



The above graph shows the total number of calls answered per month rising, and the following graphs show that both the longest wait; and average wait time are reducing.



New staff members

A number of new staff members have joined the practice. Two of these new staff have agreed to introduce themselves to you via this newsletter.

Clinical Pharmacist

Adenike Odusote MPharm IPresc

I am delighted to have the opportunity to introduce myself to you as your new Clinical Pharmacist. I will be working closely with patients as part of the Sidney House and Laurels Practice Team to ensure that medicines help you get better and help you stay well, for example I can review your medicines to ensure that they are still working for you, discuss any side effects and ensure that the correct monitoring is carried out. If you have recently been discharged from hospital and your medication has changed, I can explain the changes and ensure that you get maximum benefit from these medicines.

Pharmacists in GP surgeries are relatively new, not just here, but across the whole of the country. In fact this practice is one of the first to have its own dedicated clinical pharmacist.

I have 11 years' experience as a pharmacist having graduated from Aston University in 2006. During my career I have worked for a number of community pharmacies, including Sainsburys and Lloyds Pharmacy where I worked as the Pharmacy Manager. I was previously based in a surgery in North Essex where I worked as the GP based Clinical Pharmacist

As well as a degree in Pharmacy, I have a postgraduate practice certificate in Medicines Use Review and a Prescribing postgraduate certificate specialising in Hypertension.

I live in Chelmsford and enjoy spending time with family along with making new acquaintances (Please note: my usual days of work are Monday-Thursday)

Advanced Nurse Practitioner

Michelle Shields RGN, RM, ANP, INP

I started my nursing career in 1980 as an auxiliary nurse (aka care assistant) at the Herts and Essex Hospital in Bishop's Stortford where I drove the nursing and medical team to despair with my constant questions and fascination about the procedures and patients I was being exposed to. I had no intention of pursuing a nursing career prior to this but found my thirst for knowledge in this area was too great to ignore.

I trained as an RGN at Broomfield Hospital in 1983 and enjoyed a diverse career as a Staff Nurse, Sister and Matron before moving to Southern Ireland in 2000 where I trained as a Midwife in 2003. Midwifery took me to outback Australia where I birthed Aboriginal communities and also became involved in the national housing upgrade for this group of people.

I came back to the UK in 2008 and was lucky enough to be accepted for the first Practice Nurse training programme being piloted in the UK. I completed this in 2010 with a first class Hons BSc and began working for a social enterprise in North London training nurses to work in GP settings.

An opportunity to train as an Advanced Nurse Practitioner and Independent Nurse Prescriber at Masters level arose in 2014 which I completed in 2016. I have worked in this role since and specialise in service development and advocacy. The majority of my career was spent in East London before commencing work at Sidney House & The Laurels to work as an ANP and Lead Nurse undertaking minor ailment clinics and diabetes management.

I have a professional interest in women's health and diabetes and in my spare time choose to travel and practice meditation, reiki and mindfulness.

(Please note: my days of work are Monday – Thursday).

Dr Karen Hall

We are delighted to announce a healthy baby girl was born to Dr Karen Hall and her husband Lloyd on 11th October 2018.

Surgery Closure

The Surgeries will be closed 12.30 – 6.30 pm on 12th December 2018 for Training Shutdown. Out of Hours will provide medical services during this time and on the 14th December the doors will be closed between 12.30pm and 2.00 pm at Hatfield Peverel for a Team Meeting, however telephone access will remain available during this time.

Note: This newsletter can be provided in larger print on request (please ask at reception).