

Coleridge Medical Centre Summer Newsletter

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Moving Into Summer

It is July already, and at Coleridge Medical Centre we are preparing for the annual flu vaccination campaign, to which a booster vaccination for COVID-19 may now be added.

We have scoped alternate sites, such as The Institute in Ottery St Mary, to deliver this service so that normal functions may continue at base camp. The hospital has become so busy that the space there is limited, and not practical. While on one hand this is good news, on the other hand it does provide us with a dilemma.

Meanwhile, we watch with

interest the governmental shenanigans, and what we will be told next. Travel, social mingling, masks or no masks, all seem to be very much undecided until the last minute, so we are rolling with the punches! This has not stopped us starting our chronic disease management services up again. Those of you with asthma, diabetes, chronic kidney or heart disease will have already, or be due to receive letters inviting you for appointments. This is going smoothly with our able team of Megan, PK, Helen, Natalie, Vikki, Sarah, Jean, Emma B and Emma S! So, it's business almost as usual here at your surgery! This can be sped up even further if all patients in the target populations seek

their COVID-19 vaccinations by dialing 119, or booking online via the National Booking Service.

In this newsletter, we have included profiles of all our lovely Salaried GPs. Please try to forge relations with them, as the four partners (Chris, Simon, Kate and myself) are engulfed by an administrative tsunami every day. We do try to offer appointments with ourselves, but please be patient if there is a wait for these.

We wish everyone a happy, healthy summer break!

-Dr Juliet Nelson

Coleridge Medical Centre Awards

With the delay of our Summer Staff Event due to COVID-19 restrictions, the Partners and the management team decided to still proceed with the first annual Coleridge Medical Centre Awards ceremony in the Practice garden. The purpose of this was to highlight and honour all of the staff for their incredible efforts over such an incredibly difficult year.

So, on Friday the 2nd of July, staff gathered in the garden for strawberries and cream, and non-alcoholic bubbly to find out the winners of the awards.

For a number of weeks, staff had been voting for the colleagues who they thought were the best representation of the five categories. These categories were:

- The Most Positive Person Award**
- The Busy Bee Award**
- The Most Supportive Person Award**
- The Most Patient Person Award**
- The Mission Impossible Award**

After a presentation that could rival the Oscars, the winners were announced.

- **The Most Positive Person Award** - Micky Chioreanu (Patient Services Advisor)
- **The Busy Bee Award** - Mel Gooding (Assistant Practice Manager)
- **The Most Supportive Person Award**—Geena Olney (Patient Services Advisor)
- **The Most Patient Person Award** - Jacqueline Samson (Patient Services Advisor)

- **The Mission Impossible Award** - Mel Gooding (Assistant Practice Manager)

Every person in the practice is worthy of every one of these awards, and we cannot thank them enough for their dedication, compassion, resilience and tenacity over the last 18 months.

We're very fortunate to work with such people who emulate the four Coleridge Medical Centre values on a daily basis:

**Communication
Approachability
Teamwork
Respect.**

*If you would like to join our magnificent team, please visit the 'Vacancies' section of our website to see our latest roles:
www.coleridgemedicalcentre.co.uk/vacancies*



Coleridge Medical Centre Summer Newsletter

Meet our GPs

Chris, Kate, Juliet and I are now just four partners here at the Coleridge Medical Centre. In addition to the enormous clinical challenges we have experienced throughout the last twelve months, we have also been able to restructure our medical team. All of our patients will remain registered for primary care medical services with one of us four partners, however happily we now have ten other GPs who form our extended and highly capable medical staffing.

This leaflet is intended to introduce you both to a

number of GPs we have had working with us for a few years, but also to five new GPs who have joined us in the last year as employees of the practice. We are very much hoping many of you will want to get to know them just as you have always done with changes of partners in the past.

Ottery has always been very fortunate to be able to recruit medics, even at times when General Practice has not been the most attractive career option, however we are now

very delighted to welcome our new team and commend their considerable knowledge and expertise of modern medical care to you .

As four partners, whom many of you have got to know well over the years, we understand and will endeavour to be able to offer you appointments with ourselves within our capability. We do hope however that you will understand when we ask to you to forge new "preferred" patient/Dr relationships with all of our colleagues whom the

partnership and the town are very fortunate to have too.

A full list of our GPs, and the days they work in the practice, can be found in the timetable below.

For more information about all of our GPs, please visit our website at www.coleridgemedicalcentre.co.uk

- Dr Simon Kerr

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Dr Chris Dilley—Senior GP Partner



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	IN	Tues PM	IN
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	IN
Friday AM	OUT	Friday PM	OUT

Dr Sarah Fletcher—Salaried GP



Days in the Practice			
Mon AM	IN	Mon PM	OUT
Tues AM	IN	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	OUT
Fri AM	OUT	Fri PM	OUT

Dr Simon Kerr—GP Partner



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	OUT	Thurs PM	OUT
Fri AM	IN	Fri PM	IN

Dr Sally Caswell—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	OUT	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	IN
Fri AM	IN	Fri PM	OUT

Dr Katharine Gurney—GP Partner



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	IN	Thurs PM	IN
Fri AM	OUT	Fri PM	OUT

Dr Louise Knight—Salaried GP



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	OUT	Thurs PM	OUT
Fri AM	OUT	Fri PM	OUT

Dr Juliet Nelson—GP Partner



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	IN	Tues PM	IN
Weds AM	IN	Weds PM	IN
Thurs AM	OUT	Thurs PM	OUT
Fri AM	OUT	Fri PM	OUT

Dr Alex Werhun—Salaried GP



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	OUT	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	OUT	Thurs PM	OUT
Fri AM	IN	Fri PM	IN

July 2021

Leg Ulcer Services

From July 2021, Coleridge Medical Centre will no longer be providing leg ulcer services in the practice.

This service is now under the care of the Royal Devon and Exeter Foundation Trust, and we are currently in the process of transferring existing patients over, with full details of their current treatment provided to the specialist team at the RD&E.

The reason for the change in this service is because our Practice Nurses would have been

required to be located at Ottery Hospital for up to two full days per week. This would have significantly impacted routine nurse appointment availability, as well as increased their already busy appointment schedules.

Patients who have been referred to the new service at the RD&E will soon be invited to attend for an assessment and treatment appointment, where the specialist nurse will assess the leg wounds and agree a treatment plan with the patient.

The RD&E are doing their utmost to ensure that the nearest Leg Ulcer Clinic is as close to an affected patient's home as possible. Please contact the RD&E Leg Ulcer Service if it would be more convenient for the affected patient to attend an alternative site.

I use the NHS App to manage my GP surgery appointments

Your NHS, your way
Download the NHS App 📱



The NHS App can be used to manage appointments, request repeat prescriptions, and to prove your COVID-19 vaccination status. You can download the app from the online iTunes or Android stores.

Group Consultations

Coleridge Medical Centre is excited to announce that we will be making changes to the way that we consult our patients with diabetes. Across the country many GP surgeries have started using Group consultations as a way of providing patient centred supportive care for people living with diabetes. Being consulted in a group setting has been extensively researched and the benefits are enormous. Coleridge Medical Centre, alongside 4 other East Devon practices piloted GCs over three months. The pilot

concluded positive outcomes for patients who all experienced a decrease in their weight, blood pressure and HbA1c which is the measurement of how well controlled their diabetes is. The patients involved enjoyed the experience and felt supported. They found that being with other patients living with the illness provided a sense of being around others in the same boat and increased their capacity to cope with their illness more as well as a desire to improve their 'numbers'. From July we will

be starting this new way of consulting. Letters will be sent to you as an email or by post giving you more information about the process and how we will set up the consultations. As we are still in a pandemic, we have had to halt face to face group consultations and will be inviting you to participate in the groups via Microsoft Teams. Information will be sent on how to do take part and we will ask that you get additional support, if possible, from a family member to help you get

online. We do look forward to restarting these consultations face to face in the near future.

We will be giving you a lot more support and information about this new exciting way of receiving one to one care for your diabetes in a supportive group environment. There are additional information leaflets available at the practice and we will provide a link to the PDF on our website.

Dr Angharad Jones—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	IN	Tues PM	IN
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	OUT
Fri AM	OUT	Fri PM	OUT

Dr Catherine Bates—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	OUT	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	IN
Fri AM	OUT	Fri PM	OUT

Dr Susanna Olsen—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	IN	Thurs PM	IN
Fri AM	OUT	Fri PM	OUT

Dr Sarah Lort—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	OUT	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	IN
Fri AM	IN	Fri PM	IN

Dr Lucy Freyne—Salaried GP



Days in the Practice			
Mon AM	OUT	Mon PM	OUT
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	OUT	Thurs PM	OUT
Fri AM	IN	Fri PM	IN

Dr John Hudson—Salaried GP



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	OUT	Tues PM	OUT
Weds AM	IN	Weds PM	IN
Thurs AM	IN	Thurs PM	OUT
Fri AM	OUT	Fri PM	OUT

Dr Harriet Roberts—GP Registrar



Days in the Practice			
Mon AM	IN	Mon PM	IN
Tues AM	IN	Tues PM	IN
Weds AM	OUT	Weds PM	OUT
Thurs AM	OUT	Thurs PM	OUT
Fri AM	IN	Fri PM	IN

Ottery Hospital Update

Since the start of the COVID-19 pandemic, the Ottery St Mary Hospital has been a key community site in the NHS' COVID-19 testing, and was one of the Eastern 'Hot' clinics. These were thankfully stood down in September 2020, and the hospital has since become a bustling outpatient hub which serves both local patients and those from within East Devon as part of the RD&Es 'Closer to Home' focus.

Outpatient expansion continues at Ottery Hospital, which includes chemotherapy outreach (in conjunction with FORCE Cancer Charity) to run as a medical day therapy service.

X-RAY services will be returning to the hospital in order to support the Urology Service. The Urology Service will also be expanding in the near future to enable procedures to take place at the hospital.

Current outpatient clinics available at the hospital include: Dermatology, Urology, Child Services, Blood Testing, Podiatry, Physio, Leg Ulcer Services, Bladder and Bowel, Neurology, Parkinsons, Respiratory, TalkWorks, and Ultrasound.

Useful Information

In order for us to contact you effectively, please ensure that your contact details are up to date with the Practice. This includes your postal address, email address, home phone number and your mobile phone number.

If you have a mobile number, and you wish to sign up for text message consent, please let a member of the Patient Services team know. This will enable us to send appointment reminders, and invites to vaccination clinics.

To update your information, please contact the Practice on 01404 814447.

We are also continuing to recruit for our Virtual Patient Participation Group. This initiative allows us to open communications with our patients, and to hear your feedback in target surveys. The surveys contain no more than 5 questions, and are sent via text message or email.

To sign up to the vPPG, please visit our website:

www.coleridgemedicalcentre.co.uk/patient-participation-group