

Coleridge Medical Centre Spring Newsletter

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Spring Has Sprung

Can you believe that it has been 2 years since we entered the first lockdown of the COVID-19 pandemic? Neither can we!

There has been a lot of loss, a lot of heartache, and so many difficult times that we have all experienced, but we are slowly starting to glimpse some light coming through. Restrictions may have eased, and we have all been making the most of the sunshine over the last few weeks, but COVID-19 is still with us and cases are starting to rise again. So please remain vigilant, and look after yourselves so that you can continue to protect your family and friends.

On a lighter note, we are delighted to welcome some new colleagues to our ever-growing team, and they couldn't have come at a better time!

Historically, Easter has been the busiest time of the year for Coleridge Medical Centre and we have been working hard to ensure that the practice is more accessible than ever. Over the last few months we have been reviewing the feedback from our patients through channels such as the GP Patient Survey, social media and the responses from our Virtual Patient Participation (vPPG) questionnaires, and we have implemented some changes to make it easier to contact the surgery.

Firstly, we have GPs, Advanced Nurse Practitioners, Practice Nurses, Treatment Room Nurses, Healthcare Assistants, Phlebotomists, Community Nurses, MSK specialists, Midwives, a Mental Health team, a large administrative team and a Pharmacy team.

Secondly, we have introduced a new automated telephone system so that patients can book, cancel or check the details of an appointment 24 hours a day. Patients even have the opportunity to leave a confidential recorded message for a GP when they book their appointment.

- Continued on page 2

Starters and Leavers

We would like to extend a very warm welcome to the latest staff members to join our team!

Dr Matt Vallis is the most recent GP to join our practice, taking the total number of GPs up to 15! Dr Vallis will be working in the practice two days per week (Thursdays and Fridays). Dr Vallis trained in Leicestershire and qualified as a GP in 2011.

In the last few months, we have also welcomed talented clinicians to our nursing team. Karen Hayes joined us with a wealth of experience in secondary care and has taken

on the post of Treatment Room Nurse. Louise Rowe joined shortly after Karen and is our latest Practice Nurse. She brings more than 20 years of nursing experience to this role.

You may have had an appointment with our Healthcare Assistant—Megan Hosking—in the last year, and you are now likely to have an appointment with her sister Laura as well! Laura's role is as a Phlebotomist, and she is joined in this role by Geena Olney. Geena has been a valued member of our Medical Administrator team since 2019 and will be splitting her working time between Phlebotomy and administration.

Lorna Sams is our newest Medical Administrator and has plenty of experience in the role from her time working at Okehampton Medical Centre.

Sadly, we will also be saying a fond farewell to two of our valued colleagues. Sue Davis has been with us for two years, has been an excellent addition to our Medical Administrator team, and provided support to our Medical Secretaries. Vikki Bowes will be retiring after 21 years as Healthcare Assistant at CMC, and we're sure that our patients will miss her as much as we will!

Be sure to look at our website for a full list of our staff!



Dr Matt Vallis

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Long Term Condition Reviews

As the surgery is striving to be more eco sustainable and working toward becoming a paperless practice, we are aiming to send out our long term condition review invites via text message.

If you are not able to complete your questionnaire via the link in the text message, please call the practice on 01404 814447 or collect a paper copy from the reception desk. As always, should you have any concerns with this please contact us.

We understand that not all of our patients are signed up to this text messaging service, therefore these patients will receive their invites via postal letter.

We do urge all of our patients to sign up to online services and to keep their mobile numbers up to date with the practice.

Thank you for helping us be a greener practice.



Spring Has Sprung (cont. from page 1)

“If you have online access, you should be able to order any repeat medication online without having to come into the surgery.”

But, this doesn't mean that there aren't still humans on the other end of the line! If there is anything that cannot be done by the automated service, or if you have an urgent on-the-day need, you can hold the line to speak to one of our Medical Administrators who will be more than happy to help!

All patients registered at the practice are encouraged to strike up a relationship with *any* of our GPs and maintain continuity of care as this will make appointments a little easier to get for everyone in our community.

Finally, we are also changing our appointments so that there will be more routine appointment availability for non-urgent needs. This process can take some time

as we work through appointments already booked, and the demand for on-the-day consultations continues to be very high.

There are some things that patients can do to help us help you.

If you have a non-urgent need, please consider making use of our online eConsult service via our website. All medical consultations using this service will receive a response from a GP by the end of the following working day. All administrative consultations (such as sick / fit notes) will be completed within 3 working days.

When contacting the practice for a minor ailment (such as hay fever, sore throats, cold sore, etc) our well-trained reception

team may refer you to the Community Pharmacy Consultation Service (CPCS) for a same day appointment with a trained pharmacist. This will help to free up GP or nursing appointment for patients with more complex needs.

If you have online access, you should be able to order any repeat medication online without having to come into the surgery.

We would also like to thank all of our patients for their support over the last 2 years, and your continued patience with the rapidly changing nature of primary care.

- The Partners

April 2022

Community Pharmacy Consultation Service

The Community Pharmacy Consultation Service—also known as CPCS (General Practice CPCS) - launched on 29th October 2019 as an Advanced Service. Since 1st November 2020, general practices have been able to refer patients for a MINOR ILLNESS consultation via CPCS. Some ailments patients may be referred to this service for are things such as coughs and sore throats, hay fever, nappy rash, etc.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs. Since the CPCS was launched, an average of 10,500 patients per week being referred for a consultation, these are patients who might otherwise have gone to see a GP.

Our PCN has agreed a very good

4 hour turn around time from referral, to point of contact to the patient from the chosen pharmacy, offering a great professional service.

Patients referred to this service (and who fit the criteria) will receive a confidential consultation with a trained pharmacist.

The CPCS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system.



Closure of Newton Poppleford Branch Surgery

People living in Newton Poppleford will now be able to register at Sid Valley Practice in Sidmouth thanks to catchment area changes announced on the 4th of January 2022.

The boundary change means about 1 400 patients living in Newton Poppleford who are registered with Coleridge Medical Centre can choose

to either remain registered with Coleridge, or switch to Sid Valley Practice.

Until 4th of January 2022 the village has been in the catchment of CMC in Ottery St Mary based 4.4 miles away. These changes mean that patients will be able to register at a GP surgery closer to them, with Sid Valley Practice only 2.9 miles

away and with easier public transport access.

New residents to the village will register at Sid Valley Practice.

The future of the branch surgery was under review before the pandemic and Coleridge Medical Centre successfully sought permission for the change

from Devon CCG, having carried out a survey with patients who used the service about their views on the branch site and practice boundaries.

Further information about these changes can be found on our website: www.coleridgemedicalcentre.co.uk

Patient Engagement Statistics

We have gathered data from the 4th of January 2022 until the 30th of March 2022 to show the extent of how busy it has been at Coleridge Medical Centre.

Over the last 3 months, we have had more than 17 000 forms of patient engagement.

Keep reading to see how this

number is broken down:

- **6 964** triage telephone calls—equivalent to 1 160 hours of call time.
- **1 312** routine telephone calls—equivalent to 218 hours of call time.
- **2 439** face-to-face GP appointments.

- **5 117** face to face nurse appointments.
- **1 307** completed eConsults
- **397** patients did not attend an appointment—**equal to 96 hours of wasted appointments.**

We would like to remind all patients that they can use our automated telephone service 24 hours a day to book, check or cancel an appointment.

Please remember to cancel your appointment if you are no longer able to attend. This will enable our team to book a patient in who may need it.

Virtual Patient Participation Group

We would like to hear from you!

Would you like to join our Virtual Patient Participation Group (vPPG), and offer your voice to practice improvements, healthcare updates, and more?

Members of the vPPG will receive links to our latest surveys via text message or email. These surveys are designed to take no more than 5 minutes of your time, and will be sent on a monthly basis.

The results from each survey are received anonymously, the data is collated and then shared with the

management team at Coleridge Medical Centre.

The information we receive from these surveys help us to make improvements that would benefit our patient population, and the services we offer.

A recent survey focused on how the practice communicates with its patients. We received an overwhelming response to this, and from the points raised by patients who completed it, we have been able to improve our communication and the way patients communicate with us. For example, the new

automated telephone system we will be implementing to improve our accessibility.

If you would like to take part, and join the Virtual Patient Participation Group, please go to our website and complete the registration form.

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



Working Patterns of our GPs

Dr Chris Dilley

Tues * Weds * Thurs

Dr Katharine Gurney

Tues * Thurs

Dr Sarah Fletcher

Mon (AM) * Tues (AM) * Weds * Thurs (AM)

Dr Louise Knight

Mon * Tues

Dr Angharad Jones

Tues * Weds * Thurs (AM)

Dr Susanna Olsen

Tues * Thurs

Dr Lucy Freyne

Tues * Fri

Dr Harriet Roberts

Out of practice until 2023

Dr Carolyn Sanders

Weds * Thurs * Fri (AM)

Dr Simon Kerr

Mon * Tues * Fri

Dr Juliet Nelson

Mon * Tues * Weds

Dr Sally Caswell

Weds * Thurs * Fri (AM)

Dr Alex Werhun

Mon * Weds * Fri

Dr Catherine Bates

Weds * Thurs

Dr Sarah Lort

Out of practice until 2023

Dr John Hudson

Mon * Weds * Thurs (AM)

Dr Matthew Vallis

Thurs * Fri