



Marysville Medical Practice

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NEW MEMBERS OF STAFF JOIN THE MARYSVILLE TEAM

We are very pleased to announce that after Sister Karen Draycott had to leave due to moving to Hampshire we have now gained two fantastic nurses to the team. **Sister**



Diane

Foster (previously a nurse at Shrewsbury Hospital) and **Sister Laura Stockton** (previously a District Nurse) They bring extra skills to the nursing team and are gaining some new skills specific to practice nursing.

Our Nursing team now is: **Sister Gill Richards (Senior PN), Diane Foster, Laura Stockton**

Gail Cheadle—our **Health Care Assistant** who will be taking on extra duties such as injections, blood pressure reviews and ear syringing.

Liz Starkie our **Advanced Nurse Practitioner** is also part of the nursing team but fulfils a role similar to a GP and can prescribe

Personal message from Dr Cameron to patients

It is with heavy heart that I am writing about leaving Marysville at the end of the March. I should like to explain why I am in this awful position. Our practice building is leased from Assura, paid for by NHS England who want us to sign a lease agreement which would leave myself and Dr Visick personally liable for this rent if anything were to happen to the practice. As a mum with a young daughter, I feel unable to shoulder this financial risk and our family security. It seems inconceivable that in this day and age any GP should be put in this position.

I should like to pay tribute to my Partner Dr Visick and all my colleagues at Marysville, who have been so supportive since I came here as a trainee. Lastly, I should like to thank all of the patients at Marysville, whom it has been a pleasure to know, and a privilege to look after.

A sad goodbye to Dr Cameron



We are very sad to announce that Dr Cameron will be leaving Marysville at the end of March. She decided to cease being a partner late last year due to the onerous financial responsibilities that being a GP Partner entails. This is leading to many GP Partners leaving practices over the country. The Scottish government have introduced a new GP contract to address such problems but as yet no changes in the UK.

This does leave Dr Visick as the only Partner for the near future who has resigned her post as Associate Medical Director of Shropdoc in order to devote her time wholly to Marysville. As well as continuing to do surgeries, Dr Visick will, along with Mrs. Cullis, Practice Manager, manage the practice and the medical team.

We are VERY glad to see Izzy Cullis our practice manager back from Maternity Leave- there is much work to be done!

MJOG assured messaging service

— Marysville is currently using this piece of software to confirm and remind patients of their appointments via their mobile phones. It can also be used for patients to

CANCEL their appointments but will only do this if cancelled giving **more than** 12 hours notice. If you are unable to give more than 12 hours notice please do not use this system and phone reception so that your appointment can be utilised. **MJOG** is also used by us to remind patients to make an appointment for a review of their condition. *Please ensure that you inform us of any changes in your mobile number.*

GP EXTENDED OPENING HOURS IN YOUR COMMUNITY

We would like all patients in our community to be able to see a local GP or Nurse when they need to. Shropdoc has set up a network of GP Practices within your community offering extended opening hours for routine appointments.

CALL NOW TO ARRANGE A ROUTINE APPOINTMENT

0333 222 6649

EMIS ACCESS



Did you know that you can:

- ◆ **Order prescriptions on line**
- ◆ **Change you contact numbers and address online**
- ◆ **View test results(option available with GP authorisation)**
- ◆ **View Letters and documents**

Ask at reception for your access PIN

Who are the GPs at Marysville?

- ◆ Dr Visick- Partner/ Lead
- ◆ Dr Goodwin- currently on Maternity leave back in July
- ◆ Dr Jackow..(f)- Starting in May
- ◆ Dr Hines (f)- Starting in May

Our ANP Liz Starkie is also vital to the GP team!

CHANGES IN RECEPTION

In reception we wave goodbye to Lois who has worked so hard for us for many years. We wish her a happy retirement.

Jan Pascall our deputy Manager will also retire this year in June and Semra Dunn is presently in the process of taking over this role supported by Jan.

There will be new faces in the reception team!

This Newsletter is to update you about some changes occurring at Marysville. We are continuing to strive to maintain excellent standards and service despite major changes of staff and organisation.

Despite the demands on General Practice we continue to:

- ◆ **Exceed our targets for flu vaccination—and used the Quadrivalent flu vaccine (most effective this year)**
- ◆ **Be the 3rd best in Shropshire for cervical smear taking**

Reception/ Call Handlers- Why they will ask what sort of problem it is!

This doesn't have to be in detail but a brief description enables us to use our limited resources sensibly. We completely rely on reception to ensure the surgery runs smoothly- they are the most important people!

Although they are not clinical and cannot give medical advice, they DO know a lot about the running of the practice and who you are best to be directed to. They are fully bound by CONFIDENTIALITY in the same way doctors and nurses at the surgery are.

- ◆ For admin queries about referrals/ appointments they will signpost you to either the hospital or our Secretary (a GP will be little use here!)
- ◆ For acute eye problems- signpost to PEARS scheme
- ◆ Physio for muscular/ joint problems
- ◆ Community Pharmacist for some medication problems and minor ailments which GPs shouldn't be seeing unless on going/ severe

Where unsure they can pass a quick message to the GP to check the best way of dealing with a problem. This prevents wasting appointments= more appointments available when you need one.

They do more than just booking appointments; scan on letters, sort them for the GPs and code the new diagnosis/ Give out results and action comments from the GP/ allocate and file some results under a strict protocol and much more.

Not the same as portrayed on TV/ media at all!