

Welcome to the [Frome Medical Practice](#) Newsletter!
This newsletter has been created to enable us to communicate news about the
Practice to you.

Let us know what you think of it. All ideas and suggestions welcome.

[Introducing the Team](#)

Since our last Newsletter we have seen some changes in the Practice. The Partnership welcomed Dr David Powell and Sister Polly Mcrae – Nurse Practitioner to join them as Partners. The Partnership now totals eight – Dr Tina Merry -Senior Partner, Dr Nick Whitehead, Dr Mark Vose, Dr Helen Kingston, Dr Tom Cahill, Dr Diane Bungay, Dr David Powell & Sister Mcrae. Dr Julie Gallagher left us to further her career in Australia and we have recently seen some new doctors join the team. Dr Philippa Vickery, Dr Claire Garmston, Dr Eleanor Carslake and Dr Adrian Curtis are among the new faces in the Practice. The teams of doctors in the Practice are as follows:

[Team 1 \(The Health Centre and Lockshill Surgery\)](#)

Dr Diane Bungay – Partner and Team Leader – mainly based at The Health Centre

Dr Tom Cahill – Partner – mainly based at The Health Centre

Dr Jen Iggulden – Associate GP – mainly based at Lockshill

Dr Verena Oruz -Associate GP – mainly based at Lockshill

Dr Eleanor Carslake – Associate GP – mainly based at Lockshill

Dr Adrian Curtis -Associate GP – working at The Health Centre and Lockshill

Dr Eleanor Beecraft – Registrar to Dr Bungay – mainly based at the Health Centre

Dr Viviana Van Dam – Registrar to Dr Cahill – mainly based at the Health Centre

[Team 2 \(The Health Centre\)](#)

Dr Tina Merry – Snr Partner

Dr David Powell – Partner & Team Leader

Dr Dan Lashbrook – Associate GP

Dr Tanja Buchner – Associate GP

Dr Alex Booth – Associate GP

Dr Robert Griffiths – Associate GP

Dr Rebecca Hall – Associate GP – (Currently on maternity leave)

Dr Hasan Yilmaz – Associate GP

Dr Philippa Vickery – Associate GP

Team 3 (Saffron Surgery)

Dr Nicholas Whitehead –Partner and Team Leader

Dr Mark Vose – Partner

Dr Ian Grier – Associate GP

Dr Michael Shepherd – Associate GP

Dr Philippa Girling – Associate GP

Dr Sally Dutson – Associate GP (currently on maternity leave)

Dr Marc Lewis – Associate GP

Dr Claire Garmston – Associate GP

Dr Chris Wilson –Associate Specialist in Geriatrics – works at Frome Community Hospital and the Nursing Homes

Dr Mark Hunt undertakes a regular locum session each week for the Practice.

Our Supporting Clinical Team

- Nurse Practitioners who support the GP's in our same day service
- Triage Nurses who support the GP's and Nurse Practitioners in our same day service
- Practice Nurses who undertake the care of our patients with chronic disease – asthma, diabetes, COPD, patients taking warfarin and those requiring dressings. In addition they give travel advice and offer immunisation, contraception and cytology sampling
- Health Care Assistants who undertake: venepuncture (blood tests), ECGs (electrocardiograms), health promotion of Primary and Secondary Prevention, basic dressings and blood pressure monitoring.

Our Supporting Admin Team

- Medical Receptionists
- Medical Secretaries
- Clerks
- Schedulers



Patient Satisfaction Survey

Some of you will have been asked to fill in patient satisfaction surveys. We take the results very seriously and always try to respond to results.

Recurring themes are:-

What has happened to the concept of "my own doctor"?

Women GP's now outnumber male GP's in a ratio 3:2. Both sexes have other roles, both medical and family, away from the practice. Last century's model of GP's being predominantly full time dedicating their career to one practice no longer exists. We have therefore had to develop a model of care providing continuity of care within a small team of GP's who share out the week's workload. We would still encourage patients to think of one GP to be their usual doctor but that doctor cannot be available to see them every day and any other member of the team is happy to see a patient if they cannot wait until their usual GP is available. It is helpful if patients continue to see the same GP until their period of condition is completed.

Some matters are however out of our hands:-

Why do I have to go to Shepton Mallet out of hours?

Frome surgeries have a contract with the PCT to see patients between 0800 and 1830 Monday to Friday. We have recently extended the service from 0700 to 2000 spread across the 3 surgeries for patients with booked appointments. From 1830 until 0800 and at week ends and bank holidays your care is transferred to an Out of Hours Service based in Dorset whose nearest surgery is Shepton Mallet. The new Frome Community Hospital Minor injuries Unit is, due to staff shortages only open 0800 to 1800 but we hope in the long term these hours will be extended.

Why can't I see my GP on Saturday?

The Government is encouraging GP's to open surgeries for extended hours. Responding to demand Saturday surgeries may happen in Frome, however the PCT can only fund a limited service provided for patients with pre booked appointments.

On a positive note the practice is in discussion with the PCT to provide a service unique to Frome which will result in a much more comprehensive out of hours service based at the new hospital or the new health centre.

PATIENT PARTICIPATION GROUP (PPG)

You may be aware that your Frome Medical Practice has invited a number of its patients to form a liaison/planning group to be called the Patient Participation Group (PPG). It is intended that the group should meet about 4 times a year and that it should consist of up to a dozen patients drawn from across the spectrum, the Senior Partner and Patient Liaison Manager of Frome Medical Practice. The PPG is keen to have more representation from the younger age spectrum so if anyone is interested in joining the group please let Mrs Palmer know of your willingness to serve.

Terms of Reference were agreed at our last meeting on 3 Jun 09. The purpose of the PPG is to help the Practice move forward and provide the best possible service to the Community it serves and works within. It should be noted that the PPG is NOT designed either to investigate or solve individual complaints, there is a separate and well worked up procedure for complaints. However the PPG is designed to be a conduit for bright suggestions/ideas to be discussed and brought forward to the Practice for detailed consideration. If you do not know a PPG member then your suggestions/ideas should be handed into Reception for Mrs Sue Palmer, the Patient Liaison Manager and she will bring it/them forward to the PPG. (general@fromemedicalpractice.nhs.uk)

The PPG is in line with 'Best Practice' from other Medical Practices and is an attempt by our Practice to ensure that Frome develops in the best possible way to provide a better service to its patients.

Computer System

October 2008 saw the introduction of a new computer system to the Practice bringing a very difficult transition period. The change was necessary to enable the practice to keep up to date with NHS clinical and administrative modernisation. We would like to apologise to all those patients that were inconvenienced by the quality of service that we were giving at that time. We appreciate that many patients found difficulty making forward appointments as we were unable to have our usual four weeks advanced booking available and we wish to thank all those patients who understood and accepted the difficulties we were encountering. We are pleased to say that we are now once again offering four weeks advance booking.

Opening times and Appointments

The Practice has extended it's opening hours to include early morning and late evening surgeries:

The Health Centre	0815hrs – 1815hrs in addition early morning surgeries on Monday, Wednesday, Thursday and Friday from 0700hrs and late evening surgeries on Monday and Tuesday from 1830 to 2000hrs
Saffron Surgery	0815hrs – 1300hrs, 1400hrs - 1815hrs in addition early morning surgeries on Wednesday and Friday from 0700hrs and late evening surgeries on Monday Tuesday and Wednesday from 1830hrs to 2000hrs
Lockshill Surgery	0815hrs – 1800hrs in addition a late evening surgery from 1830hrs to 2000hrs on Thursday evening

All surgeries are open Monday to Friday. The telephone lines are open from 0900hours for routine appointments for doctors and nurses. Emergency requests between 0800 and 0900hours can be made by dialling 01373 301310. Normally all telephone lines for appointments are very busy early morning and patients will find that they get through quicker later in the day.

We offer appointments four calendar weeks ahead for routine appointments and offer patients who prefer or need to be seen within 48 hours the opportunity to do so. This will not necessarily be with their usual doctor as none of our doctors work in the Practice 5 days per week but we will try to offer you an appointment with one of the doctors in your team. If you prefer to have a telephone consultation with your doctor please ask the receptionist to arrange this. You will be given a date and time when the doctor will telephone you, so just have your contact number available when speaking to the receptionist.

We continue to offer a 'same day service' when those patients who feel they need to be seen or have advice on the same day can call on our team of triage nurses, nurse practitioners and doctors.

Our Practice offers a full range of services which we can only continue to provide by having your support and assistance. All our services are monitored by Somerset Primary Care Trust and the results effect funding used to run the clinics. In addition to your participation in patient surveys we ask that you inform us whenever you are unable to attend for your appointments by telephoning 01373 301310. Last month 361 patients did not attend for their appointment. This is equivalent to in excess of a wasted surgery a day and lost time of which other patients could have benefited.

You may also view this newsletter via our website: www.fromemedicalpractice.co.uk