

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](#)

2008 saw change at the Practice with old faces leaving for pastures new and new faces joining the team. The teams of doctors in the Practice at the start of the new year are as follows

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

Dr Diane Bungay - Partner and Team Lead - 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 David Powell - Associate GP - mainly based at The Health Centre

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

Dr Tina Merry - Partner and Team Lead

Dr Dan Lashbrook - Associate GP

Dr Tanja Buchner - Associate GP

Dr Julie Gallagher - Associate GP

Dr Alex Booth - Associate GP

Dr Robert Griffiths - Associate GP

Dr Rebecca Hall - Associate GP - ( Dr Peter Holden is covering Dr Hall until the summer of 2009)

Dr Hassan Yilmaz - Associate GP

### [Team 3 \( Saffron Surgery\)](#)

Dr Nicholas Whitehead - Snr Partner

Dr Mark Vose - Partner and Team Lead

Dr Ian Grier - Associate GP

Dr Michael Shepherd - Associate GP

Dr Philippa Girling - Associate GP

Dr Sally Dutson - Associate GP

Dr Marc Lewis - Associate GP

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

Dr Richard Jelly, Dr Peter Holden, Dr Ken Mcleay and Dr Mark Hunt undertake regular locum sessions 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 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.

### Practice Manager

Jeremy Morris - Practice Manager

### Our Supporting Admin Team

- Medical Receptionists
- Medical Secretaries
- Clerks
- Schedulers



### 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.

### 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
Locks Hill 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 are working hard to offer appointments four calendar weeks ahead for routine appointments and to 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.

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. Last month 232 patients did not attend for their appointment. This is equivalent to a wasted surgery a day and lost time of which other patients could have benefited.

*We wish all our patient a happy new year.*

You may also view this newsletter via our website:  
[www.fromemmedicalpractice.co.uk](http://www.fromemmedicalpractice.co.uk)