

GOSBERTON MEDICAL CENTRE SUMMER NEWSLETTER

JULY 2020

Welcome to the Gosberton Medical Centre Practice Newsletter.

First and foremost, we would like to say a huge thank you to all of our dedicated staff for all of their hard work to keep things running and our patients safe, during what has been a very challenging time.

Also, we would like to thank you, our patients, for your understanding and patience. There have been so many changes in the last few months coupled with a lot of uncertainty and we appreciate your continued co-operation.

If you have a temperature, cough, loss of taste and smell: -

Visit the 111 online service, alternatively call 119.

Visiting the surgery

Whilst the government may be relaxing lockdown rules, we will continue to work in the same way that we have since March this year.

We really do have your best interests at heart and wish to continue to adopt measures that afford as much protection to our patients and staff as is possible. Additionally, we wish to ensure that we are providing the best possible service.

Attendance to the practice is by invitation only. If you require anything, please do not come to the practice. In the first instance, call our Reception Team on 01775 840204 and they will advise what to do next.

When you call the practice for an appointment, you will be placed on a telephone list. One of the clinical team will call you and assess you over the telephone. If needed and if you have access, the clinician may call you via a video call to see you. If the clinician feels that you need to be seen face to face they will invite you into the practice.

If you are invited to the practice, please ensure that you wear a suitable face covering mask and please observe social distancing. All patients will be required to have their temperature checked as well before entering the building.

Dispensary Update

We are still unable to accept repeat slips handed into the Practice. We have extended the hours of the repeat phone line to allow for this. The phone line for ordering repeats will be open from 8.30am to 4.30pm from Monday 03 August. When ordering, please can you ensure that you order all that you will need to last the month as this saves time for our Dispensers and Drivers.

Alternatively, you can register for Online Access for ordering your repeat medication. To register for this service, simply send an email to our Admin team at slccg.gosberton@nhs.net confirming your name, DOB, Address and phone number as proof of your identity. You will then receive an email back confirming details of how to register.

Staff Update

We are very pleased to welcome Sonia Laws and Zoe Taylor to our practice nursing team. Both are employed full-time as Advanced Nurse Practitioners and Nurse Practitioners and are great additions to our team.

Sonia joined us in March from another local GP practice. Prior to this, she worked for 21 years in the A&E Department at Pilgrim Hospital and then spent time working for the Urgent Care Home Visiting & Clinical Assessment Service for the County. She is interested in all aspects of general practice with considerable experience in minor injuries. In her spare time, Sonia enjoys running, walking and spending time with her family.

Zoe joined us in June, from a GP practice in Boston. She has previously worked in a number of nursing positions, including Night Sister at Louth Hospital, and working for the GP Out of Hours Service. Zoe specialises in Acute Medicine and Gynaecology. Away from work, Zoe loves music and attending Scooter rallies on her Lambretta.

We hope that they will both be happy as members of our team and wish them every success at Gosberton Medical Centre.

Sadly, we said goodbye to Jan Keeble who retired from the practice in April. Jan joined Gosberton Medical Centre way back in 1996 as a Filing Clerk. She held a number of positions whilst working here, including Receptionist, Dispenser and HCA since 2000. The whole team will miss her tremendously and wish her well for her retirement where she will be spending long overdue time with her husband. Good news, she will be back from time-to-time to cover staff holidays so you may still see her around.

GP Training Practice

Gosberton Medical Centre are proud to announce that we are now an Approved GP Training Practice. We welcomed our first GP Registrar, Dr Sheba Khan in February and she will be leaving us in August to rotate to her hospital job. At this time, we will welcome two new GP Registrars into the surgery, Dr Sana Akhter and Dr Aleem Al-Mayyahi. Dr Khan will then return to us for a full year after she has completed her hospital training.

We want to hear from you

We take the opinions of our patients seriously and there are a number of ways that you can share your thoughts and opinions about Gosberton Medical Centre.

We have the Patient Participation Group, though meetings are currently on hold.

Patients are encouraged to feedback via the Friends and Family questionnaire. There are available on the Gosberton Medical Centre website.

NHS Choices is an internet based feedback facility for patients. It allows patients to leave feedback about Gosberton Medical Centre and also to give a rating of between 1 and 5 stars. There is also the facility for the practice to respond to comments.

Patient Participation Group

Our PPG normally meet at the practice, but due to Covid these meetings are currently suspended. Once these meetings start taking place again we will update you.

If you are interested in joining an application form can be collected from reception or email slccg.gosberton@nhs.net.

Practice Expansion

Exciting news...we are pleased to announce that work will soon begin on expanding our capacity with the addition of 3 new clinical rooms.

The Future

A lot of patients are asking what now? What will happen next?

The honest answer is that we really do not know. There is a lot of advice and guidance sent to practices and we act upon that advice and guidance and place updates on our website and Facebook page when required.

For now we are being cautious to ensure that we protect our patients and staff.

If you are experiencing poor mental or physical health, please contact us. We are here to help you, and we are able to navigate you to the services best placed to support you. As our patients we want you to know that we are here for you and will do all in our powers to help you.

Stay safe, stay well, stay in touch.

The Partners