

## Letter from the Editor:

Firstly I wish to apologise for the non appearance of the September newsletter, this was due to a number of circumstances; changes in senior staffing at the surgery and preparation for the forthcoming CQC re inspection. Whilst the Patient Forum edits and directs the contents of the newsletter, the majority of articles are written by health centre staff.

This newsletter and subsequent issues will reflect many of the changes in primary health care which are happening at the moment. The current model of doctors and nurses where the GP was the only point of contact for the patient, with nurses providing support services is no longer workable.

Not only do we not have sufficient GPs, but the advances in the skill sets of other health care

professionals coupled with technological innovations make the original system obsolete.

How many of us now use off the shelf technology where previously we needed to see a doctor? Anything from routine blood pressure checks to pregnancy tests can now be carried out at home.

Software packages such as the NHS app provide basic symptom check-lists.

Intelligent diagnostic tools used in surgeries provide immediate automatic results so that only the unusual ones need referring to a doctor.

This newsletter highlights the professional team that is available to all of us at the health centre, as well as providing other important relevant information.

Editor.

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## Who Is My Named GP?

At Crewkerne Health Centre we aim to provide patient centred care. Ideally this would see every patient having a named GP, however, over the last few months, our GP numbers have reduced and a large number of patients are without one currently.

We are undertaking a large recruitment drive for GPs. In the meantime, priority needs to be given to our most complex patients. With this aim, we are reallocating a number of patients, either to a new named GP or to the pooled Crewkerne Health Centre list, if this is the case please be assured healthcare will be overseen by the whole clinical practice team. Patients will be informed of the changes as they apply to you.

Routine appointments will be provided by our long term locums and should patients require on the day care this can be dealt with by our Duty GP or the Urgent Care Team for minor illness. Medical correspondence, including test

results and repeat prescriptions will be dealt with by Admin GPs and our remaining permanent GPs. These processes will ensure that patient care is reviewed regularly.

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## First Contact Physio

We are trialing a new first contact physiotherapy service here at Crewkerne. The service provides direct access to a specialist first contact physiotherapist for initial assessment for musculoskeletal conditions in the form of a face-to-face triage. This appointment will be able to give advice on exercise and self-care, and indeed refer to any secondary care that is appropriate. If you're having an issue concerning anything muscle/bone/joint related and are otherwise well then this service should provide the quickest route to most appropriate care. If so book an appointment with them via the Health Centre. Appointments are available now.

## Meet our healthcare practitioner team

When you contact the practice to make an appointment a receptionist will need a brief indication of your problem, so that you can be guided to the most appropriate practitioner to meet your needs. Over the next few issues we'll be introducing ourselves here. But for now here's an overview of our team to let you know what we can do

### Nurse Practitioners

Our highly trained nurse practitioners are available daily. They can assess a patient, make a diagnosis and provide treatment, just like a GP. However they do this within a clearly defined scope of practice that is agreed with their employer, and the level of medical complexity that they deal with is usually less than that of a GP.

### Emergency care practitioners

Many ECPs have come from a paramedic background, now involved in primary care. We're lucky to have one every day here undertaking many home visits, and urgent care. They will also see people in surgery with minor ailments and musculoskeletal problems.

### Practice Nurses

We have a highly qualified, dedicated and experienced team here at Crewkerne, undertaking a whole range of duties including complex dressings, ECGs, injections, and long term/chronic disease management.

### Health Coaches

Our Health Coach team is aimed at helping you make positive changes to your health and

wellbeing. They're available by phone or appointment (appointments can be booked through reception). They can also help you navigate the social care system to help you get what you need. Come in for a chat!

### Pharmacy Team

Our pharmacists work closely with the surgery to support our clinical team and can deal with medication queries and reviews.

### Health Care Assistants.

The HCAs are part of the clinical team and can undertake simple dressings, blood tests and BP checks as well as urine testing and assisting minor surgeries.

### Upcoming Projects

- We are setting up social media accounts with the aim to be more transparent and responsive to you, the community. We want to hear more from you.
- We are undergoing a large recruitment drive, especially for GPs.



## Christmas Opening Times

We will be closed on

Christmas Day

Boxing Day

New Years Day

On all other days our usual opening hours will apply.

# Merry Christmas & Happy New Year