

Christchurch Medical Practice

October 2019

Into a New Year



Volume 1, Issue 1,

Welcome to the new era of CMP and our first News Letter. We are now into our third year post-merger and looking forward to projects coming to fruition.

Operational Matters

Our telephone service is still being tweaked, but with new staff coming on board and software changes proposed, we hope that this service will improve. Please listen to the messages to guide you to the correct person to assist you. If you have access to the internet, take a look at our website and e-Consult. You may find assistance there to save your telephone call.

Our Flu Vaccine Programme is in full swing. There are appointments available through the week. Please contact the surgery to make an appointment. Child Flu Vaccines have still not been made available to Surgeries, but we are monitoring the ordering website.

We have Phlebotomy (Blood) Services at all of our four sites, which is brilliant considering that we had such short notice to get this service up and running and to recruit staff. Appointments are bookable by telephoning the Surgery, but please note, we cannot take bloods for INR Checks or Patients taking Methotrexate.

Hospital Transport. For those of you that need to use this service, the telephone number has changed to 03007775555 —please make a note of it for future reference.

Newsletter Spotlight

In August we held a very successful Health & Welfare Open Day with contributions from outside agencies, such as MIND and Slimming World. We hope to make this an annual event. We were supported by our Patient Participation Group members (PPG). If you would like details of how to join them and to support the Practice, please see our website. Look at "have your say" on the home page.

To add your name to our mailing list, please send an email entitled NEWSLETTER to cmp.reception@nhs.net



Meet the Teams

We have five partners;- Dr Richard Jenkinson (senior partner) Dr Nick Jones, Dr Melanie Brewitt, Dr Clive Quinnell and Dr Temi Odetoyinbo.

We also have eight salaried GPs;- Dr Paul McAughtry, Dr Sara Gregory, Dr James Moffat, Dr Morag Livingstone, Dr Simon Helyar, Dr Alexandra Obee– Kendall, Dr Rosie Scott who will be shortly be taking maternity leave, Dr Charlotte Smith and one Retained GP, Dr Kerry Rehnberg. As a teaching practice we have student GPs working alongside our GP trainers (Drs Jones and Quinnell) The GPs in training are with us for between 3 and 12 months, before taking there final exams to qualify as a General Practitioner. We currently have two GPs under our wings.

Our GP teams are aided and assisted by our Advanced Nurse Practitioners. They have undergone additional training and can prescribe and practice and are very qualified to consult on various problems, when you are allocated an appointment with them. Our current team are ANP Kate, ANP Helen, ANP Lesley, NP Jen, ANP Nikki, ANP Mandy, NP Josie (Mental Health) and ANP Sharon and ANP Sarah who are our latest recruits.

We are also fortunate in our Nursing Team who also advise and monitor Chronic Diseases e.g. Diabetes, Asthma and our Health Care Assistants and Phlebotomists who run their own clinics.

Working in the community we have our own Frailty Team, who visit housebound patients and try to avoid, where possible, hospital admissions. We also have a District Nursing team who, although not directly employed by CMP, work out of Purewell and have their own direct number –01202 495433

Our teams are here to help you. To find the right appointment, with the right clinician at the right time and branch. Please assist us by giving the correct answers to our questions/ information when requested. We currently receive over 1500 telephone calls per day, in addition to the direct contact we have with patients at our reception desks. We are a busy surgery and everyone tries to give you the standard of service we would like to receive ourselves when faced with a medical problem, need for medication or if requiring reassurance.

We are a caring practice and try hard each day to provide a high standard of service.

Thank you