

# NEWSLETTER

## AUTUMN/WINTER 2022



August 2022

### RETIREMENTS

**DR DES LING** After nearly 29 years as a GP Partner, Senior Partner, GP Trainer and latterly as a Salaried GP, Dr Des Ling retired from the practice on 31 March 2022. He played a vital part in building Queens Avenue into a practice that is well respected in the town. We miss his humour and valuable contributions to the practice. We wish you a happy and well deserved, retirement Des.

**SUE HINCHLEY** Sue was part of our lovely nursing team for 7 years and has retired to her allotment after many years in the NHS. We wish her all the best in the future.

### \*\*\*FLU and COVID Vaccinations\*\*\*

This year we will vaccinate our eligible patients against Flu and Covid at the same appointment.

These clinics will be held at Thomas Hardy Sports Hall where we have previously provided our flu clinics. All patients aged Over 65 or 16-64 in a clinical at risk group will be invited first, followed by patients aged 50-64 with no clinical indicators as we need to vaccinate our most vulnerable patients first.

### PLEASE WAIT TO BE INVITED

You will receive a text invite in September allowing you to book online and to choose the date and appointment time. We will telephone patients who we are unable to contact by text to make your appointment booking for you.

**Clinics dates: Saturday 1 October, 22 October and 5 November**

with a further date later in November if required.

### PARAMEDICS

George, Ultan and Rebecca were previously employed by SW Ambulance and are very experienced paramedics. They work from Queens Avenue and Fordington surgeries and visit patients in their homes on behalf of the 9 practices that make up our Primary Care Network. They work very closely with the GPs and will refer you to your doctor if further advice or treatment is required.

### WELCOME

We are delighted to welcome Dr Rebecca Trickey who joined us in February as a Salaried GP having previously worked for a practice in Weymouth. You may be offered an appointment with her in the absence of your registered GP.

As a training practice we normally host a GP Registrar and we are very pleased that Dr Rachel Henderson joined us in August this year until 2024. She is a qualified Doctor completing her training to become a GP. She is supported by her GP Trainer, Dr Alex Glover.

### Bariatric Chair

We have provided a chair in the upstairs waiting room and one for use in our treatment and consulting rooms for the comfort and safety of patients who have health conditions affecting their BMI. Please leave this chair available for patients who would prefer to use this chair. If you are booking an appointment and would like this chair made available to you when seeing the doctor or nurse, please let us know.

## COVID & GENERAL PRACTICE

I have worked as the Practice Manager of Queens Avenue for 25 years. In that time I have seen many changes as you would expect but most have been gradual. Covid was different and caused us to effectively change the service we provided overnight.

Until March 2020, our patients were updated by our twice yearly newsletter but it is only now that I feel able to reintroduce it.

The impact of Covid has challenged us all in different ways. It was difficult for those who were furloughed, not knowing if they would have a job to go back to and for those who had to continue to work and provide a service along with the fear of an unseen virus hanging over us.

As rules were relaxed and patients gradually started to return to waiting rooms, there was a misconception that we were very quiet and therefore not busy. This could not be further from the truth. The majority of our work had become virtual and for doctors to make decisions on someone's health via a telephone or a video camera, was extremely challenging and was not the type of medicine they trained for.

We have witnessed a sharp rise in mental health issues, not only with our patients but also with our staff. We have seen a high turnover of staff, something that we are not used to, and many attributed it to the stress caused by the pandemic.

We would like to thank all our patients for their understanding and patience as we look forward to the return of a more stable period and life with Covid.

Thank you. Tracy Bowden, Practice Manager

## STAFF TRAINING

The surgery will be closed on Thursday 15 September 3.30-6.30pm for staff training. We feel it is vital for our staff to have protected time to ensure they are up-to-date with their skills and knowledge which will ultimately benefit our patients.

Please call us on 01305 262886 if you have a problem that cannot wait or telephone 999 in an emergency.

**RECEPTIONISTS** There have been a few changes in the practice since March 2020 and as patients have gradually returned to the waiting rooms, you will notice a few new faces on reception. Working as a receptionist in a very busy practice is not an easy job and the last couple of years has been particularly difficult. Debbie x 2, Sam, Jo, Linda, Karen, Sarah and Margaret are your hardworking reception team.

**PRACTICE NURSES** Linda and Pauline have been joined by Demelza as our new Practice and Respiratory Nurse. Linda has been with us for nearly 20 years and Pauline for 7 and we are lucky to have such an experienced (and very lovely) team of nurses.

**HEALTHCARE ASSISTANTS** Jodie and Helen support our doctors and nurses with blood taking, dressings, ECGs, BPs and some vaccinations. Jodie combines her role with her nurse degree apprenticeship and Helen brings her skills from her previous post as an ambulance technician. Both very hard-working and lovely.

**ADMIN/SECRETARIAL** Linda and Paige are generally unseen but work incredibly hard to help manage the flow of patient records, to assist with the referral of patients and deal with their queries and much more. Nichola, our Patient Services Manager, also works within this team and also helps to support the Practice Manager and oversees the reception team. They are a great asset to the practice.

**DOCTORS** Last but by no means least, we have 6 Partners, 1 Salared GP and 1 GP Registrar who work incredibly hard to provide our patients with a safe, effective and supportive service. We are very lucky to have such a professional and dedicated team and in these difficult recruitment times with doctors retiring early due to the stress, we feel fortunate to have recruited to all our vacancies and to increase our GP provision.