

Pulteney Practice Newsletter

Spring / Summer 2024



Welcome to our spring newsletter from Dr Rebecca Butler, here pictured with Lead Nurse Katri Smart. *"I went into General Practice rather than hospital medicine because I love meeting and getting to know a wide variety of people of all different ages, and then helping them manage a variety of illnesses. I'm really grateful to have the opportunity to do my last year of post-graduate GP training at the Pulteney Practice. It's a good supportive learning environment, where staff really care about their patients and I can ask questions."*

Traditional Doctor Led Surgery

The Pulteney Practice boasts a full traditional team of **nine doctors** who are here to support our team of allied health professionals and administrators, assure quality standards, as well as directly meet the needs of our patients. We have:

- 4 GP Partners: Dr Jon Brunskill, Dr Damian Gardner-Thorpe, Dr Katy Gillham and Dr Jamila Rews-Ryden.
- 3 Salaried GPs: Dr Emma Simpson, Dr Dean Marshall and Dr Rosie Huxley.
- 2 Doctors in GP training: Dr Rebecca Butler and Dr Preetika Gurung.

Working with External Partners



The Pulteney Practice is partnered with the University Medical Centre to form **Unity Primary Care Network**. We work together on a number of projects such as cancer care and safety in prescribing and share six staff members.

The Pulteney Practice also work with **BEMS (BaNES Enhanced Medical Services)**. Above photographed are some key members of the leadership team of Unity PCN with BEMS planning how we can best meet the needs of our shared patients. From left to right Chris Clapp Practice Manager, Dr Sharon Gillings University Medical Centre, Dr Jamila Rews-Ryden Clinical Director, Julia Griffith BEMS Chief Executive and Dan Smith BEMS Chief Operating Officer.



The Pulteney Practice are at the forefront of Primary Care Development, working with **BaNES Swindon Wiltshire Integrated Care Board** who provide essential funding. From left to right Amanda Brooks Unity Manager, Louise Sturgess Senior Commissioning Manager for Primary Care, Jo Cullen Director of Primary Care, Barry Coakley Deputy Chief Medical Officer, Chris Clapp Practice Manager, Dr Brunskill, Dr Gardner-Thorpe, Dr Gillham (GP Partners).

Care Navigation



At the Pulteney Practice we always try to navigate you to the best place in order for you to receive the care you need, in the quickest, safest fashion. We have an excellent team of Care Navigators (here pictured are Kathryn, Lauren and Bethany) who are all highly trained to help you find the right way forward. They have several services up their sleeves that they can direct you to which may be more appropriate than always booking in with a GP.

The Pulteney Practice tops the BaNES league table for being the best GP practice enabling community pharmacy referrals.

Coding & Administration

Hi, my name is Michael, and I am the GP Admin Assistant for The Pulteney Practice. I'm a fairly new member having joined the team six months ago. It is my responsibility to streamline the amount of paperwork and laboratory results received by the practice. By doing this, it massively reduces the administrative burden on our doctors, allowing them to dedicate more time and attention to their patients. It is really lovely to work with such a friendly, welcoming team.



The Pulteney Practice Prescribing Team



So who is it who ploughs through several hundred script requests a week? If you've ever had a script query you are likely to recognise the voice of Charlotte who works in the 'back room' of Bathampton. She, along with our famous

Lorna, follow strict, safe, CQC endorsed protocols to ensure that you get your medications in the most prompt, efficient fashion. Charlotte has been with The Pulteney Practice for 35 years.

Charlotte works closely with our Clinical Pharmacy team, who provide much of the prescribing reviews of the practice. Please do reply to their text messages, letters and phone calls as they are keeping you and your medications safe. They work closely to support our doctors who highly value their expertise.



Well done
Julia who is now an independent prescriber.

Pictured above from left to right, The Pulteney Practice Clinical Pharmacists
Maxine Wan, Julia Baker and Deirdre McKiernan-Hirst

The Pulteney & Bathampton Pharmacy Update

<https://www.pulteneypharmacy.com/>

COVID-19 Vaccination

From April 22nd we are providing COVID-19 vaccination for the over 75s. Booking can be made through the NHS website or by contacting NHS 119. Please note that walk-ins are not accepted.



Enhanced Services

- We provide repeat prescriptions for the contraceptive pill without the need to request it from your GP.
- We provide private travel vaccines. The travel consultations are free, please book an appointment through our website.

Pharmacy First Services

We can treat the conditions below without you needing to consult with a GP

- Impetigo for individuals over 1 year
- Infected bites for individuals over 1 year
- Earaches for children aged 1-17 years
- Sore throats for individuals over 5 years
- Sinusitis for individuals over 12 years
- Shingles for individuals over 18 years
- Urinary tract infections for females aged 16-64 years

Patient compliments and thanks



“Thank you for my new mother and baby check”

Olena with baby
Yasmina
Jan 2024

Sent: Tuesday,
November 28, 2023
To: PRACTICE,
Pulteney (THE
PULTENEY
PRACTICE)
Subject: Positive
feedback

“I just wanted to thank you for the great service I received at Pulteney Practice today. I had four different things to get done at the practice and Bethany was incredibly helpful. I always like to recognise good customer service and she is excellent. Thank you”

Sent: 23 November 2023
To: PRACTICE, Pulteney (THE PULTENEY PRACTICE)
Subject: Positive feedback

“I have to say how impressed I have been with the surgery; I have contacted you several times over the last few months and have spoken to receptionists, pharmacists and GPs, and everyone has been patient, really helpful and kind, solving the issues as they arose with minimal fuss. The whole business has been pretty awful but the efficiency of everyone I have dealt with has made things much easier and for that I genuinely thank you. Again, thank you and best wishes,”

3/3/24.
DEAR SARAH WITTEN,
I KNOW HOW
DIFFICULT THINGS ARE IN
THE N.U.S. THATS WHY I
WANTED EVERYONE AT THE
PULTENEY PRACTICE TO KNOW
HOW MUCH I APPRECIATE
THE HELP AND SUPPORT I
RECEIVE.

I AM ALWAYS TREATED
WITH KINDNESS AND RESPECT
MEANS SO MUCH TO ME.

Patient compliments and thanks



“Thank you for my new mother and baby check”

Charlotte with baby Jack, March 2024

Praise from a website user
24.10.2023

“As parents of a 50 year old woman with learning difficulty, it

was a huge relief to be invited to the new Initiative at the practice. Our daughter has many complex health problems and the usual policy of only being able to discuss one issue does not work. My daughter was welcomed by a very kind and efficient nurse who dealt with the 'tick box' part as well as taking blood pressure, height, weight measurements.

*We were then shown in to meet Dr Rebecca Butler who was an amazingly kind and respectful person. She was very thorough, listening to three different health issues. Personal examination was very gently executed after a careful explanation of what was to happen. At each stage in the appointment Dr Butler took time to explain everything in simple terms. On the way home, Louise said she liked Dr Butler **“She treated me like an equal.”** Thanks so much to all concerned.*

February 2024
Fao Practice Manager
Hello,
I am just writing to say how appreciative I am of the reception/support staff.
They are very helpful & go out of their way to direct us to the right place.
They are also very patient & good at listening. It is a remarkable turnaround & I hope they know they are appreciated.

The Cleaning Team

A very warm welcome to Jacob and Marcus, from Better Clean who are keeping our premises pristine. They work for five hours each evening after the doors close to patients, wiping everything over, mopping floors, emptying bins, unblocking toilets. Without them our entire service would grind to a halt.



Premises refurbishment

We've got a brand-new look to the front door. Professionally stripped and painted by Graham Morris. Thank you!

Charitable Work

Luke Fry, our paramedic, will be running the London Marathon on 21st April. He aims to raise £2000 for Alzheimers

Please sponsor him here if you wish:

<https://2024tcsllondonmarathon.enthuse.com/pf/luke-fry>

Here is Luke rescuing an injured bat who flew into our Urgent Care Hub! He had to call out emergency pet rescue.

