

## PLEASE TAKE A COPY

### Staff

We welcome two registrars Dr Smith (m) and Dr Parker (m). Registrars are junior doctors training under the supervision of approved GP trainers— Dr Davies and Fawden.

#### Doctors

Dr David Davies (m)  
Dr Benjamin Fawden (m)  
Dr Catherine Sherry (f)  
Dr Rick Marsden (m)

#### Nursing team

Advanced Nurse Practitioner:  
Mrs Sam Mcloughlin

Practice Nurses:  
Sr Helen Turley  
Mrs Mandy Farmer  
Mrs Debbie Rawlings  
Mrs Paula Williams

Health Care Assistants:  
Mrs Gaynor Ellicott  
Mrs Anna Sanders

Complex Care Nurses:  
Mrs Sue Pike  
Mrs Jackie Williams

#### Dispensary

Mrs Lorne Emery (Dispensary Manager)  
Mrs Collette Clark  
Mrs Lynn Mayne  
Mrs Ruth Newton  
Mrs Donna Richards

#### Reception/ Administration

Mrs Georgina Langley (Practice Manager)  
Miss Kerry Westcott (Manager)

Mrs Rose Dare  
Mrs Jane Foster  
Mrs Laura How  
Ms Zoe Walsh  
Mrs Claire Denton  
Miss Victoria Snowdon  
Mrs Madeleine Flanagan  
Mrs Sherry Webb  
Mrs Paivi Payne  
Mrs Nicky Applegate-Stone  
Miss Rebekah Heard



**Dunster & Porlock**  
Surgeries

Dear Dunster and Porlock patient Community,  
In view of the current Covid-19 situation, we hope you will find helpful the following information helpful:

#### APPOINTMENTS:

In order to protect staff and patients, GPs and nurses will use telephone triage to deal with your need. If a patient needs further assessment the clinician will advise on further appropriate course of action. The receptionist will be able to guide you as to the approximate time the phone appointment has been scheduled. Please can we ask that you advise the receptionist of the reason behind your request for your phone call so that we are able to prioritise accordingly

Routine nursing appointments such as annual reviews are suspended at present and will be resumed at a later date. In order to support those of you living with Long Term Conditions, nurses will be ringing and performing what reviews they can over the telephone.

All staff are now wearing personal protective equipment (masks, goggles, aprons & gloves) – if patients have a fever or a cough we would ask that they wear a mask – this will be provided by the surgery if necessary.

Please note the surgery opening hours remain unchanged and we will now also be open during normal working hours on Good Friday and Easter Monday for any urgent queries you may have.

**EASTER OPENING**– Reception (via Dunster surgery only) will be open Good Friday and Easter Monday to answer any urgent queries. The dispensary will be open 9-5pm

#### MEDICATION:

We ask where possible patients sign up for online access (if they haven't done so already) and order medications online.

Alternatively, Phone Dunster DISPENSARY on 01643 822594 for repeat medication orders and enquiries. This line is open between the hours of 9-11am and 3-5pm

We are unable to prescribe medication such as Paracetamol simply because of the short supply in Pharmacies nationally. If such medications are on your repeat medication list, or usually prescribed for a chronic condition, we will continue to supply them.

If you normally collect your medications from Dunster Surgery Dispensary and are currently self isolating with no family members or neighbours to safely collect your medication for you– please speak to a member of the dispensary team who will discuss medication delivery options with you.

#### HOME VISITS:

Home visits will only be done after careful risk assessment and clinical need via telephone with the patient, family member or carer

#### VULNERABLE PATIENT LETTERS:

Many of our patients will have received letters about self-isolation and shielding given their age and/or medical conditions.

There is still a small cohort of patients that are due to receive a letter. We apologise for the delay in these letters being sent. We are currently awaiting further guidance from NHS Digital in relation to this and aim to send these out as soon as we are able to.



Like and 'follow' our page on Facebook for any updates.

'Dunster and Porlock Surgeries'

#### DUNSTER AND PORLOCK SURGERIES

**Dr. DAVID DAVIES**  
MBChB DPH FFFPM  
MRCGP

**Dr. BEN FAWDEN**  
MA MBChB DRCOG  
MRCGP

**Dr. CATHERINE SHERRY**  
BSC, MBChB, MRCGP

West Street Dunster,  
Minehead, Somerset.  
TA24 6SN

Porlock Medical Centre  
Porlock  
TA24 8PJ

#### SELF-CARE:

Please consider self-care options via NHS website for common mild conditions.

Please make a note of the following **reliable resources** for the latest information and guidance from the government and the NHS, including how to access a self-isolation note:

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>

#### Self-isolation notes are available via 111 online

#### For parents with young children:

Download the paediatric **Handi Paediatric app** for advice on self-care and concerning symptoms for children.

If you are concerned that your child is unwell and you need medical advice please phone the surgery or 111 Out Of Hours.

**Village Agent Support:** <https://somersestrcc.org.uk>

CCS Village, Community & Carers Agents provide confidential, practical community-based solutions for people, wherever they are in Somerset. **During this COVID-19 emergency our CCS Agents are still providing their regular service via telephone or email and are a key point of contact within the community - especially if you do not know who to turn to.** Contact your local agent by completing the very short form via the COVID-19 response tab on the home page and a member of the team will be in touch. Family members are also able to do this on your behalf.

#### Keen to volunteer and help your community?

SPARK SOMERSET (<https://www.sparksomerset.org.uk>) are here to help you to co-ordinate community support for those affected by COVID-19. Please visit their website and register via the **Corona Helpers Link**.

We are most grateful for your understanding during these unprecedented times. Please be reassured that we are working extremely hard in difficult circumstances to continue to provide essential Primary Care Services.

We would like to thank all of those who have offered emergency accommodation, Personal Protective Equipment, Easter eggs! and for the support and kindness the community has shown to our staff and fellow patients during this time.

#### USEFUL CONTACTS:

[www.dunsterandporlocksurgeries.co.uk](http://www.dunsterandporlocksurgeries.co.uk)

**PORLOCK SURGERY** 01643 862575

[somccg.reception-porlocksurgery@nhs.net](mailto:somccg.reception-porlocksurgery@nhs.net) (please do not email appointment requests)

**DUNSTER RECEPTION** 01643 821244

[somccg.reception-dunstersurgery@nhs.net](mailto:somccg.reception-dunstersurgery@nhs.net) (please do not email appointment requests)

**DUNSTER DISPENSARY** 01643 822594 for repeat medication orders and enquiries.

This line is open between the hours of **9-11am and 3-5pm**

