



Spring 2025

Dr Sarah Newey
The Surgery, Stone Drive,
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Tel: 01684 540323

Meet the team

Dr Sahada Abdurahiman started working as a permanent GP from January 2023 having previously been a Locum GP. She works every Monday, Wednesday and Friday. She has a special interest in diabetes.

Dr Sarah Newey, is the senior partner and she works on Mondays, Tuesdays and Thursdays. She has a special interest in respiratory disease.

Dr Gerald Okafor, is our third year GP trainee who is with us until August 2025 by which time he will have taken his final exam to become a fully qualified GP having completed 9 years of training. Gerald is supervised by both Dr Newey and Dr Sahada

Remote GPs—we also have availability with remote GPs who although they are not working at the practice, they do have access to your medical records. The remote GPs work closely with the GPs at the practice and if having spoken to one of them you need a face to face follow up this would be booked at Colwall Surgery. Remote appointments are available a various times throughout the week and if following your triage form our GP's feel your medical issue can be dealt with over the phone you may be booked a call with one of the remote GP's.

Nurses—Trudy Window is our Respiratory Nurse and as well as seeing patients for bloods, injections, dressing, travel vaccination, cervical smears etc. she is the nurse to book in and see if you have asthma and you need a review. She will begin training in Chronic Obstructive Pulmonary Disease (COPD) this year and we will let patients know when she is able to do these reviews. In the meantime, if you have any concerns regarding your COPD you should fill in a triage form and the GP's will see/speak to you.

Kim Hawkins is our diabetic Nurse, she will be continuing her training diabetes this year and as well as her usual Nurse role she is the nurse to book in and see if you need your diabetic review. Kim works closely with Dr Sahada who is our GP specialising in diabetes.

Additional roles at the surgery

Amy Nicholson is a **Pharmacist** who started in January 2023 and she works at the surgery on a Tuesday afternoon and works remotely for us on a Friday afternoon. GP Pharmacists can provide advice on medication queries, reviews and provide help to manage long-term conditions. Amy is available for both telephone calls and face to face appointments (Tuesdays only).

Alayne Child is our **Social Prescriber** and she works at the surgery on a Tuesday afternoon and Thursday morning. The role of a Social Prescriber is to link people into community support to help them improve their quality of life. If you feel you would benefit from this service please speak to either the receptionists, Nurses or one of the GP's and they will refer you.

Mark Smith is our **Health and Wellbeing** Coach and he works at the surgery on a Monday. The role of the Health and Wellbeing Coach is to help people take an active role in looking after their own health and wellbeing. They support patients with long term conditions such as respiratory, type 2 diabetes, hypertension, stress/low mood as well as patients who would like weight management, diet and increasing activity levels. If you feel you would benefit from this service please speak to either the Receptionists, Nurses or one of the GP's and they will refer you.

Sian Nunn and Heulwen Williams—are in the Frailty Team and are both Occupational Therapists who work for our local Primary Care Network providing help and support to those patients who have additional needs so that they can stay at home by arranging mobility aids, hospital beds etc.

Physiotherapists—On a Friday morning we have **Jason Jones** who is a Physiotherapists from Ledbury working at the surgery. Patients can book in for a telephone call or face to face appointment for an assessment. Jason does an initial assessment and will provide exercises for you to do at home if this is appropriate. If however, he feels you will benefit from a course of physiotherapy he will refer you for this at either Ledbury or Malvern. Alternatively, if he feels you need further tests such as x-rays or MRI's he will arrange this with the GP's.

Medication Reviews

You may have noticed over the last few months that you have received a letter with your repeat prescription asking you to make appointments for blood pressure checks or blood tests. The reason for this is that with some medication you should have your bloods/blood pressure checked on a yearly basis to ensure that the medication isn't having an adverse effect on your body and that you are on the correct dosage. If you are over 80 it is recommended that you have these bloods/blood pressure taken every 6 months.

Whilst we appreciate that it can be unpleasant/inconvenient to come in for blood tests these tests are essential to ensure that you are on the correct medication/dosage and that the medication itself isn't having adverse effects on you. We do ask that you make an appointment to have any of the tests you have been asked to have before you request your next repeat prescription. This is to ensure that there is not a delay in you getting your repeat medication.

If you wish to discuss your medication or any of the tests that you have been asked to have in your medication review letter from the surgery please contact us and we will arrange for our Pharmacist to telephone you to discuss.

Do you feel stressed, anxious or depressed?

Talking therapies can help you

You are not alone: stress, anxiety, or depression are some of the most common problems that affect thousands of people every day. We all go through difficult times but these can sometimes begin to affect our daily life - from time to time everyone needs to talk. **Talking therapies** is free, and is provided by your local NHS; it offers information, guidance and therapy during times when you feel stressed, anxious or depressed.

It is important to recognise early signs that you are not yourself so, whether you experience difficulties yourself or when supporting someone else, **Talking therapies** is your first step to getting help. **NO NEED FOR A GP REFERRAL** as you can self refer in two ways:

- **website:** www.talkingtherapies.hwhct.nhs.uk
- **telephone 0300 0135727 option 4 Malvern or 5 Herefordshire** between 9:00am and 5:00pm Monday to Friday;

For **URGENT help** in a mental health crisis, **telephone 01432 372407 Herefordshire 5-10pm or 01905 600400 Worcestershire 6pm-12pm**. The team will offer advice, support and assess how you are feeling. When calling the number, you can expect to speak to Mental Health Advisors and/or trained Mental Health Clinicians who will be able to listen to your concerns and help make appropriate plans with you to support

Want to see a GP for a routine or urgent appointment in the evening or at the weekend?...

We are able to offer patients this service with Taurus Healthcare Ltd which is a GP Federation set up by the GPs of Herefordshire to provide additional medical services to patients & have access to your medical record.

This means that all Herefordshire patients will have access to a Primary Care Service offering both GP, Nurse, Nurse Practitioner and Health Care Assistant appointments 6.30pm and 8pm weekdays and 8am to 8pm weekends. The hub locations are in Ledbury, Bromyard, Leominster and Hereford. To book an appointment at any of the hubs you can either: contact the surgery in the normal way and we can book an appointment for you (between 8am & 6pm Mon-Fri); or contact NHS 111 by phoning 111 and asking for a Taurus appointment.

Medical Queries

After being short staffed since October 2024 due to recruitment issues, the receptionist team is now fully staffed and able to deal with additional queries patients may have.

Unfortunately when the team is short staffed the workload does not decrease and in order to keep the surgery running smoothly during busy periods the team are not always able to spend the additional time patients may expect to deal with queries relating to hospital appointments etc. Whilst we understand this may be frustrating to patients we hope patients will appreciate that we have to make the difficult decisions at times to prioritise the day to day running of the practice to ensure patient facing care is not affected.

If you have any queries relating to your appointments either at the surgery or the hospital then you can either call or come into the surgery to speak to one of our receptionists.

We ask that you please wait until after 2pm for these types of enquiries as the receptionists are very busy in the morning processing the triage forms/calling patients in for appointments, processing your prescription requests as well as contacting patients for follow up appointments following tests such as bloods.

We would also ask that patients bear in mind we have the same contact details for the hospital as patients have. We are not given direct numbers/emails for the consultants/secretaries. We also do not have the ability to bring your appointment at the hospitals forward. Every referral that is made by a GP to secondary care is triaged and it is the consultants not the GP's that decide how urgent an appointment is needed.

If you would like to find out the current waiting times at individual hospital for each speciality then this can be found on our website -

www.colwallsurgery.co.uk/hospital-wait-times

Alternatively if you do not have online access the receptionists will be happy to look on your behalf.

NO Shows

70 appointments were wasted between December 2024 and February 2025.

16 hours and 40 minutes of GP & Nurse time wasted.

This time could have been used by someone else who needed an appointment. Please cancel your appointment if you no longer need it. You can cancel by calling, emailing, via your text reminder and via your NHS App.

We can often fill last minute cancellations.