



February 2023

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Meet the team

From January 2023 we have welcomed several new members of staff to the team at Colwall Surgery:

Dr Abdurahiman Sahada started working as a permanent GP from January 2023 having previously been a Locum GP. She works every Monday, Tuesday and Friday

Alice Da Silva Pottes is an **Advanced Nurse Practitioner** who started in January 2023. Alice works remotely for the surgery each morning Monday to Friday. Alice is able to prescribe and she works alongside the GPs assisting with the Urgent Triage calls on the day as well as providing support for patients residing in the local Care Homes.

Amy Nicholson is a **Pharmacist** who started in January 2023 and she works at the surgery on a Tuesday. 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.

Along with the new members of the team we would like to take this opportunity to provide details of the other members of staff at the surgery and their roles

Dr Sarah Newey, is the senior partner and she works on Mondays, Tuesdays and Thursdays.

Dr Claire Hollingsworth, is our Wednesday GP

We are also a GP and Nurse training practice and currently we have **Dr Walter Umeukeje** with us training to be a GP. The trainee GPs are fully qualified doctors but are at various stages of their training. Dr Umeukeje has chosen to be a General Practitioner and is in his second year of training for this. All our trainee GPs are supervised by Dr Newey, Dr Sahada and Dr Hollingsworth.

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 but Friday is the main morning that we have the highest availability. If you have an issue which you feel can be dealt with over the telephone then please contact the surgery and we will arrange an appointment for you.

GP Pharmacists— we do also have two other GP Pharmacists who work remotely for us on Wednesdays and Fridays. If you would like to discuss your medication or have a review please contact the surgery and we will arrange an appointment for you.

Alayne Child is our **Social Prescriber** and she works at the surgery on a Tuesday afternoon. 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 Health Care Assistant, Nurse or one of the GP's and they will refer you.

Louise Jepson is our **Health and Wellbeing Coach** and she works at the surgery on a Monday afternoon. 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 Health Care Assistant, Nurse or one of the GP's and they will refer you.

Physiotherapists—we have two Physiotherapists available for our patients. On a Wednesday afternoon we have **Jennifer Taylor** who is an experienced Physiotherapist who works remotely will telephone patients to provide assessments and advice for new conditions such as back or knee pain. On a Friday morning we have **Jason Jones** who is one of the Physiotherapists from Ledbury working at the surgery. Patients can book in for a telephone call or face to face appointment for an assessment.

Nurses—**Fiona Nikitik** 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 or Chronic Obstructive Respiratory Disease and you need a review.

Sarah Phillips is our diabetic Nurse and as well as her usual Nurse role she is the nurse to book in and see if you need your diabetic review.

Mollie Mabey is our **Health Care Assistant** and she sees patients to take blood, blood pressures, ECG's & Health Checks.

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?

Healthy Minds 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. **Healthy Minds** is an Improving Access to Psychological Therapy service (IAPT). It 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, **Healthy Minds** is your first step to getting help. **NO NEED FOR A GP REFERRAL** as you can self refer in two ways:

- **website:** [Home | Healthy Minds \(whct.nhs.uk\)](http://Home | Healthy Minds (whct.nhs.uk) Or) Or
- **telephone 01432 220507 or 0300 0135727 option 1** between 9:00am and 5:00pm Monday to Friday;

For **URGENT help** in a mental health crisis, **telephone 0808 196 9127**. 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 you.

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, Health Care Assistant and MSK (Remote Physio) appointments 6pm 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: phone 0800 121 7221; or 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.

Care Navigators at Colwall Surgery

Understanding how the NHS care system works is difficult particularly when you are unwell and not feeling at your best. Consequently, it is easy for people to use Primary Care and their GP or the local Accident & Emergency Department as a first port of call and they are a common alternative for those that have difficulty accessing the services that they need. However, the GP or A&E may not be the best place for people to go for any care needs they require. Consequently, there is a need to support people in getting to the right service first time. As well as Primary Care and GP Services, there are many third sector, voluntary and direct access services that are not well known. In Herefordshire, Receptionists from every surgery have received training to equip them with the knowledge and skills to help ensure patients get the right care in the right place through the use of Care Navigation. Care Navigation is a tried and tested model of care that improves access to primary care services for patients and reduces GP pressures all in one. It allows frontline staff to provide patients with more information about local health and wellbeing services, both within and outside of primary care, in a safe, effective way. Care navigation offers the patient 'choice not triage' to access the most appropriate service first which as we know, isn't always the GP.

So, the next time you telephone the surgery asking to make an appointment to see the GP, please remember that the Receptionists, or Care Navigators as they are now, are NOT being nosy. When they ask you specific questions, they want to help you to get the right care in the right place. Resources within the NHS are scarce and we all have a duty of care to ensure that they are used efficiently and appropriately. Please help us to achieve that goal. However, if you really don't want to discuss something personal with the Care Navigator, that is your choice and you will still be able to speak with the GP if that is what you decide you need to.

NO Shows

60 appointments were wasted in December and January.

10 hours of GP, Nurse, HCA & Physio 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.