

Winter
2018
Issue 8



St Mary's Surgery Practice News

Welcome to the Winter edition of our newsletter.

Staff News

Dan Holmes has joined the team as a Clinical Practitioner, along with Tania De Barros who has joined us as a Practice Nurse and Lisa Laud who has joined us as a Health Care Assistant.

The Dispensary team has been strengthened by the arrival of Trevor Jackson, Christine Rutterford, Sandra Pemberton and Samantha Jackson. We have said farewell to Sarita Lewis, Alice Cousins and Penny Frodsham from the Dispensary team and thank them for their service.

We are happy to welcome Diane Isaacson and Lara Lallyette to the Patient Services Team, both of whom will be working within the Reception team. Lesley Wensley has also joined the Patient Services Team in an administrative role and we wish Debbie Baker all the best in her new role away from St Marys.

Patient Experience

We have been working on a variety of different projects to improve the experience within the surgery premises for our patients. Recently we have installed background music for the waiting room and we are hoping in the not too distant future to have a large screen installed in the waiting room as well. This will enable us to display pertinent messages regarding the practice, as well as enabling our clinicians to call you to your appointment via the screen.

We are continuing to review what improvements we can make to the overall experience for all of our patients when visiting the surgery and hope to have further developments to relay to you, in due course.

We have repainted the parking spaces within the car park, which we hope makes parking a little easier for our patients. We are aware that parking spaces are at a premium in the car park and kindly ask that parking spaces are used for patients visiting the practice rather than making a trip in to the city centre.

Out of hours appointments

In October, the surgery became a host for the “out of hours” service, operated by the Cambridge GP Network and commissioned by NHS England as part of the General Practice Forward View. The Cambridge GP Network are here at St Mary’s on Monday evening, Thursday evening and from 8am—8pm on Saturday, offering **routine only** appointments with a variety of healthcare professionals including GPs, Advanced Nurse Practitioners, Practice Nurses and Healthcare Assistants.

You may sometimes see some of our own clinicians both past and present as part of this service. However, the Cambridge GP Network is supported by clinicians from across Cambridgeshire, so it is likely that you will be seen by a clinician from another practice. Appointments can be made by contacting our Reception team and further information can be found at the Cambridge GP Network website — www.openlater.co.uk.

DNAs (Patients not attending appointments)

We appreciate and understand that a last minute emergency can take place, meaning that you are unable to attend your appointment at the practice. However, it is very important that you inform us, so we are then able to offer these appointments to other patients. To put this in perspective, in November alone, we had 328 appointments where the patient did not attend and did not inform the practice, therefore meaning we were unable to offer these appointments to others.

Please do consider our ‘Mjog’ text service, which enables you to receive appointment reminders and enables you to send a simple text message to the practice if you are not able to attend an appointment, please ask our Reception team for further details about signing up to this.

2019 Closure dates

The practice will be closed between 1pm and 4:30pm for the following afternoons in 2019 for staff training:-

Tuesday 22nd January

Wednesday 20th March

Tuesday 11th June

Wednesday 17th July

Tuesday 17th September

Wednesday 13th November

Finally from everyone at the practice we would like to wish all of our patients a Very Merry Christmas and a Happy New Year.