



The Peninsula Practice

Spring 21 Newsletter

STAFF TRAINING & BANK HOLIDAY CLOSURE DATES

The Surgery will be closed on

Good Friday	02.04.21
Easter Monday	05.04.21
May Day	03.05.21
Spring Day	31.05.21

And closed for staff training from 13.00 on

Wednesday	10.03.21
Thursday	22.04.21
Wednesday	19.05.21

And for a staff meeting between 14.00 & 16.00 on

Wednesday	03.03.21
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WHEN THE SURGERY IS CLOSED YOUR CALL WILL BE DIVERTED TO NHS 111. THE PHONELINE REMAINS OPEN DURING OUR STAFF MEETING

STAFF NEWS

We welcome:

Phlebotomist

Jacque Dunnett

Care Navigator

Kevin Ryan

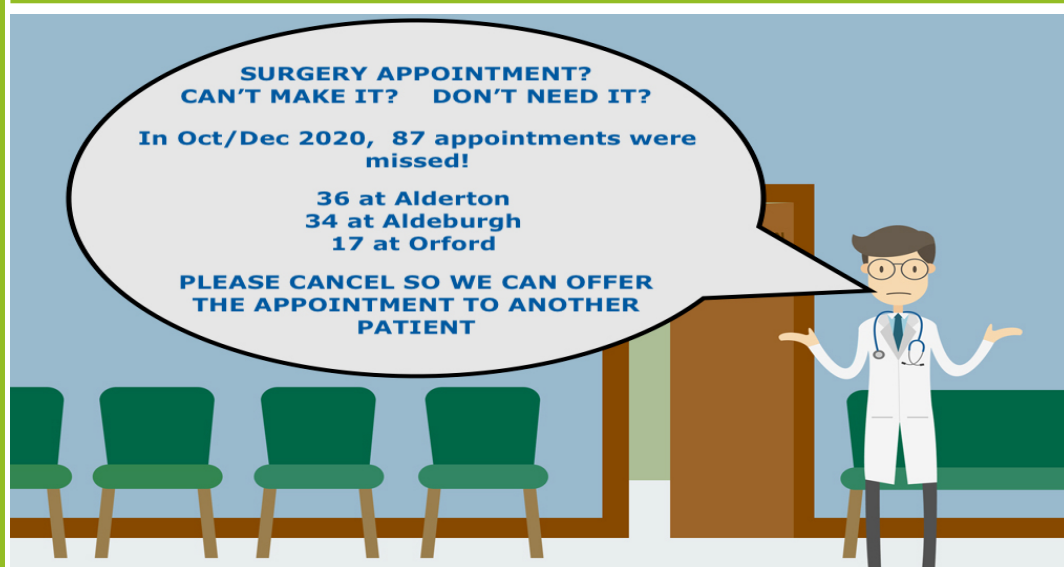
Trainee GP

Dr Enoch Ekperikpe

And Care Navigators Jo Cross & Rebecca Newark are moving to the Administration Team

We would like to thank everybody for their support, words of kindness & gifts of chocolate, biscuits, cakes & handmade cuddly toys over the past few months. It has really helped to maintain staff morale.

We realise that the pandemic has caused exceptionally challenging and worrying times for each and every one of us and we all need to remember that we are in this together.



Practice Improvements

It has been 15 months since The Peninsula Practice took over Church Farm Surgery and in that time we have twice upgraded our telephone system to provide more phone lines to all sites, & installed remote screen doorbells. We now send texts to patients to inform them their prescriptions are ready for collection.

At our Aldeburgh site we have refurbished the waiting room, reception area & 4 clinical rooms to bring them into line with infection control. We have also updated our administrators workstations, installed a new coloured photocopier machine, and risk assessed and installed new fire alarms. New signs have been erected at Aldeburgh & Orford.

Covid Vaccination Programme

The Suffolk GP Federation is providing the vaccination to all our patients. For the latest information regarding this service please visit their website: suffolkfed.org.uk



PRACTICE UPDATES

All our practice updates are posted on our website & Facebook page but in this rapidly changing news environment we recognise it is important to reach as many people as possible. So that is why we have teamed up with our Patient Participation Group, Parish & Town Councils & Councillors, Local Social Media Sites & Community Groups to ensure that our practice updates are shared as widely as possible. We have received positive feedback that this is working but if you belong to a group or Social Media Site that would like to share our Practice Updates please email:

IESCCG.Peninsula-Practice@nhs.net

Patient Participation Group (PPG)

We would like to thank our Patient Participation Group (PPG) for their support both to patients & the practice during the pandemic.

And we are delighted to welcome three new members to the group from Aldeburgh & Snape.

If you would like to contact the PPG directly please email:
peninsulapracticeppg@gmail.com

Staff Team Roles

Our Patient Participation Group (PPG) thought that you would be interested to have an overview of staff roles within the practice. The Peninsula Practice employs 42 staff and 3 Trainee GPs and each staff member works within a team.

Clinical Team: Team Lead - Dr Lindsey Crockett

Is made up of GPs, Trainee GPs & Nurse Practitioners. They treat a wide range of medical conditions and health issues and will refer patients to outside agencies and service if required. Their working day consists of holding clinics, visiting unwell housebound patients, actioning test results, attending clinical meetings, writing letters and reports & running clinical audits. They also provide minor surgery, joint injections, long term contraception & palliative care.

Nursing Team: Team Lead - Louise Ho

Consists of Registered Nurses, Associate Practitioner, Health Care Assistant & Phlebotomists who work closely with their clinical colleagues. Working across all 4 sites they also provide domiciliary care to our care homes and house bound patients. They undertake blood tests, long term condition monitoring & management, wound care, contraception services, childhood & adult immunisation, travel health, urgent care (minor injuries), health checks & cervical screening.

Management Team:

Support all the staff in many aspects of their roles as well as enabling the business side of running a practice to operate without any problems. Our Operational Manager has overall responsibility for day to day running of the practice this includes Clinical Rotas, Human Resources & Data Protection. While our Managing Partner deals with finance, contracts, research, audits, ensures good quality care is delivered & data quality is accurate, complete & current.

Administration Team:

Less frequently seen by patients the team behind-the-scenes deals with all administrative aspects relating to patient care and includes processing new patient registrations, ensuring all patients' medical records are updated, booking appointments for patients, dealing with patient queries, liaising with outside agencies and services, ongoing audits, processing referrals, communications & managing multi disciplinary team meetings.

Care Navigators: Team Lead - Sarah Fiddes

Are often the first person that patients talk to when they contact the practice. They have received training enabling them to signpost patients to the most appropriate clinician or alternative services & information sources. Alongside making appointments, they manage patients' queries and process incoming communications.

Dispensary Team: Team Lead - Zoe Goldsmith

Working in tandem with the Clinical Team they process & dispense both acute and repeat prescriptions, order medication and ensure it is received and stored as specified by manufacturers. They offer advice and deal with queries from both outside agencies & patients, & provide a home delivery service to patients who are unable to attend the surgery.