

Newsletter

May 2024

Welcome to Abbey Medical Centre's Newsletter, March edition, we will be covering all varieties of goings on and changes at the practice. If you would like to be more involved with the practice, you can enquire about coming a member of our Patient Participation Group, we currently have 20 members and are seeking to develop a group that is active, and diversely represents the patient population.

Patient Participation Groups (PPGs) are generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice. PPGs meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice. A webform can be found and submitted on our website under the tab 'Patient Group' if you are interested in joining, once filled in your details will be kept safe, and a member of the PPG will get back to you.

Kenilworth and Warwick PCN

You may be thinking, what is a PCN? GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).

PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

Within our PCN we have five practices which are listed below, PCN staff work between all the practices, allowing greater flexibility and versatility to the practices as they can move staff in line with clinic needs.

Practices in our PCN:



ARRS Staff at Abbey

ARRS staff will support and enhance the services available at Abbey Medical Centre, this means patients will be likely to see specialists for different areas quicker and more efficiently.

The Additional Roles Reimbursement Scheme (ARRS) supports Primary Care Networks (PCNs) by providing additional clinical and non-clinical support.

ARRS supports new roles. These are Clinical Pharmacists, Pharmacy Technicians, Health and Well-being Coaches, Social prescribers, Mental Health Link Workers, Paramedics, Nurse associates, Advanced Nurse Practitioners, First-contact Physiotherapists, and Care Co-ordinators.

The ARRS team are of great value to the surgery and provide a brilliant asset expansion for the benefit of the surgery's capability at dealing with more issues in a specialised way. This benefits the patients too as it means specialists can assist in care and also free up more space for GP appointments.

Dr. Prosser, we will miss you!



After 30 Years at the surgery, it's longest standing Clinical Partner, **Dr. Prosser has retired.**

Dr. Prosser was a huge pushing force with efforts to keep the surgery ahead of the curve in every sense. Her recent focuses on sustainability set the surgery on the tracks for it's recent GPNET-0 award, a sort of parting gift to the surgery.

She has seen the practice through multiple changes including expansions and renovations over the years, but will be remembered best for her unwavering duty to her patients and the surgery.

Dr. Prosser will be missed by all of us here at Abbey and no doubt many of you reading this article, however she is passing over the baton to the very capable Dr. Shehnaz Apabhai who we are very happy to have joining us and we look forward to the changes she will bring.

General Updates

Abbey has recently launched a **new website** which directs patient requests directly to our emails or via Accurx, which allows patients and us at the surgery to be more directly in contact and also hopefully reduce the pressure on the reception phonelines, in turn reducing wait times.

- Take a look if you haven't already at: Abbeymedicalcentre.co.uk

A new **Sharps drop-off procedure** is being trialled using Abbey Medical Centre and Castle Medical Centre as somewhere patients can drop off their 1L bins of used sharps. The sharps will be collected by the council on a weekly basis.



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Pharmacy First

What is Pharmacy first?

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

Pharmacies available in Kenilworth:

- Leyes Lane
- Dudley Taylor
- Boots



Health notices:

Measles has been increasing in outbreaks around the country.

Abbey Medical Centre is advising patients to check their immunisation records to see if they are covered for MMR.

Parents of young children starting school may be able to get an advance on their first jab to help decrease possibility of catching or spreading measles at school.

Volunteer opportunity:

We are looking for a few people to volunteer their time when appropriate for them, to help maintain the garden boxes which have been relocated to Abbey from Talisman square.

Activities will include:

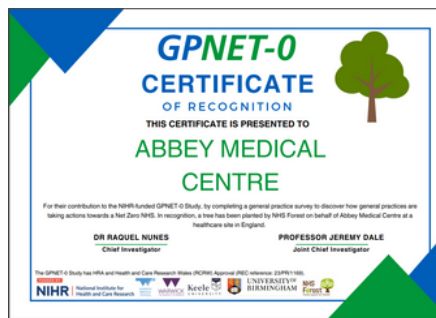
- Maintenance
- watering
- planting

If you are interested please send a message to oscar.cheek@abbeymc.nhs.uk

Sustainability:

Abbey is looking to continually improve our Carbon Footprint and sustainability credentials. Earlier this year in responses to efforts made by the Surgery's sustainability team resulted in a Silver award from GPNET-0.

We are looking to reduce the amount of printers we have and use in the surgery as part of a 'Paperless project' whereby procedures are being reviewed and streamlined with an effort to make meaningful changes that better both the environment, our working practices, and in the long term, a quicker and more efficient sector for the benefit of patients.



Staffing Updates:

These last few months have seen us change some of our staff.

Changes are listed below:

- Dennae Blake-Osbourne, one of our nurses will be heading off for maternity leave.
- Pippa Watson, another nurse of ours has left to start a new business!
- Sue Silvester, one of our receptionists' has retired this March, enjoy your travels!
- We will be having a new ST1 Registrar join in April, staying with us in their final year of medical training before their Medical exam.
- Dr. Daffu has left and will be going to Canada to continue his work.

New Staff since last newsletter:

- Dr. Shehnaz Apabhai - New Clinical partner
- Kim Bick - Advanced Paramedic Practitioner
- Amy Kelly - Admin/Secretary
- Balbir Aulak - Secretary
- Christine Mckane - Reception
- Oscar Cheek - Digital Manager
- Megan Bickley - Reception
- Zainab Yousuf - GP Registrar
- Hannah Richardson - Nurse



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NHS App

