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# BAY MEDICAL GROUP NEWSLETTER

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MAY 2017

## Welcome to the Bay Medical Group

Hello, and welcome to the latest issue of our Newsletter. We would like to start by thanking the two members of the Patient User Group, who kindly volunteered to help produce this newsletter.

### What's been happening?

On the 1st April 2017 York Bridge Surgery joined with Bay Medical Group which now completes the merge process of the Morecambe Bay Medical Practices. We would like to take this opportunity, to welcome the patients and staff of York Bridge Surgery to Bay Medical Group.

We know that patients from both York Bridge Surgery and Bay Medical Group have concerns about changes to their services. It is only fair to say there are teething problems we need to overcome. Some patients have already shared their concerns over certain problems with Chris Greenwood (Bay Medical Group Patient Engagement Manager) these concerns are mainly about access to GP appointments, getting through on the phones and obtaining prescriptions.

- **GP Appointments.** The current accessibility to routine GP appointments is an issue, for our patients. We are taking additional measures to address this with many of the GP's, for example, seeing extra patients and holding extra clinics to help relieve the pressure.
- **Telephone Access.** We are aware that some patients are experiencing difficulties accessing sites. We are looking at our telephone access and working with BT on how to improve it and would ask for your continued patience a little longer.
- **Prescriptions** With regards to improving our prescription service the Practice Medicines Management Team have been busily expanding, employing 4 extra, qualified Primary Care Pharmacists. and working within a central hub to deal with all prescription requests and queries. This went live on the 3rd April 2017 and the team is already working on improving the service it delivers (see more on page 5).

We are working hard to overcome these issues and we will update you on progress in future publications.

Bay Medical Group have also had some real successes that we are proud of, such as the Urgent Care System, which has meant patients who need to be seen on the day are receiving appointments or advice from a Clinician within the day. We have also had some success within our administration teams working together to streamline secretarial work and other administrative process to support clinical services.

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## **Telephoning the Practice.**

**Have you ever wondered what happens when you ring the surgery for an appointment?** Do you sometimes get frustrated and hang up only to redial again moments later? The answer to the latter is don't! Your call will go to the back of the queue and you will end up waiting even longer! When you first ring the surgery you will be offered two options. Press 1 for a routine appointment or 2 for an urgent appointment. Try to be patient. Your call is being directed to a central point where a team of up to 10 receptionists are answering an average of 1000 calls per day and even more on a Monday. The phone room has a dedicated team of staff taking calls and clinicians always present to offer advice. It would be helpful to both yourself and the team if you have prepared a list of your symptoms before you call. This will enable the phone operator to find the most suitable appointment at a location which is convenient for you. Now that we have several new doctors joining the practice there will be more appointments available. We are continuing to recruit more GP's and Nurse Practitioners to offer even more appointments in the future.

Don't forget that for minor ailments there is always your local pharmacist who will be happy to help you choose over the counter medications to ease your symptoms.

## **New Staff Appointments - Operational Site Managers.**

We have appointed staff to the new position of Operational Site Manager to help the individual sites run more efficiently, we would like to introduce the team:

**Janet Byrne** is at **Heysham Primary Care Centre**. Janet said, "My aim is to deliver high quality healthcare to the people of Morecambe, keeping you well, looking after you well".

**Georgina Vernon** is now settled at **Westgate Medical Practice** and has already expanded the reception team to offer a smoother running reception. Georgina has had over fifteen years experience of working in GP practices and is looking forward to being a leading role in the development of the Westgate Practice

**Anne Greenwood** has been appointed to manage **Meadowside Lancaster**. Anne has worked as Office Manager at both Heysham and Lancaster for the last five years. Anne is looking forward to the challenges her new role will bring.

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**Joanne McClintock** is at **Morecambe Health Centre**. Joanne has worked in a variety of roles at Coastal Medical Group for nine years and has seen many changes in the NHS. Joanne is excited for the future of Bay Medical Group.

**Sandy Whitehouse** is settling into her new role at the **West End Surgery**. Sandy has worked in GP practice for 13 years and has been involved in two mergers, the former Coastal Medical Group & the newly formed Bay Medical Group. Sandy says *"I am looking forward to new challenges & I am committed in helping to deliver the best possible healthcare for our patients"*.

We wish them all well in their new appointments.

If you have any concerns or thoughts about your site please do not hesitate to contact the Operational Site Manager.

## **New GP's.**

We also would like to welcome to the Practice the following new GP's and welcome back those who have been away from the Practice:

**Dr Charlotte Murfin** joined the Practice in **January** and is a Salaried GP working 6 sessions per week based at **Westgate Surgery**.

**Dr Jennifer Horrocks** joined the Practice in **January** and is a Salaried GP working 4 sessions per week based at **Westgate Surgery**.

**Dr Harriet Peat** joined the practice in **February** as a GP Partner working 5 sessions per week based at **Morecambe Health Centre**.

**Dr Arun Selvamani** joined the practice in **February** as a GP Partner working 5 session per week based at **Meadowside Surgery**.

**Dr Russell Kelton** who works 8 session per week and has been covering Dr Chase's sabbatical, has move to **Heysham Primary Care Centre**

**Dr Joanne Price** who was a GP Registrar at the Practice accepted a GP Partnership post working 6 sessions per week and commenced her position in **April**, based at **Westgate Surgery**.

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**Dr Wesley Hutchinson** who has worked as a locum GP for the practice joined us in **March** and is working 6 sessions a week based at **Westgate Surgery**.

**Dr Sarah Wicks** is the latest GP to join us, who started in **May** and will be based at **Meadowside Lancaster** and will be working 6 sessions per week.

We would also like to welcome back:

**Dr Nick Chase** who has been on a six month sabbatical returned in **February** working 7 sessions per week based at **West End Surgery**.

**Dr Helen Darby** who has been on Maternity Leave until **March** has returned working 5 sessions per week based at **Heysham Primacy Care Centre**.

**I am sure you will join me in welcoming the 'old' and new GP's to Bay Medical Group.**

In future editions of this newsletter we will be focusing a short article on each of the new GP's to help introduce them to you.

## Community Engagement and Support

Over the Christmas period the Practice team were involved in raising money for various charities and I'd like to share with you what we achieved:

- The Practice decided to raise money for St John's Hospice and raised a total of £715.64.
- Georgina Vernon, Site Manager at Westgate, organised food collections and had this to say, "*Over the Christmas period staff at Bay Medical Group donated food parcels instead of giving each other Christmas cards. We donated food parcels to West End Impact and also Morecambe Bay Food Bay.*" This helped towards food parcel supplies over the Christmas period in the local area. This year Morecambe Food bank are celebrating 5 years of operation and we look forward to working alongside them again, supporting them in this vital role as they serve and support the Morecambe Bay community.



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## **New initiatives.**

### **Bay Medical Group is supporting a new training pathway for Pharmacists in General Practice.**

Bay Medical Group has been successful in a bid to be part of the national NHS pilot to include TWO further clinical pharmacists in our GP practice. The Pharmacists will offer patient appointments for long-term conditions such as Diabetes and Asthma, medication reviews and other medicine-related support. The pharmacists can also help patients with their medicines following a stay in hospital. Having pharmacists working at our surgery will increase the available appointments, ease the workload of GPs and provide valuable medical support.

Health Education England (HEE), through the Centre for Pharmacy Postgraduate Education (CPPE) have rolled out a national learning pathway that will support Pharmacists with knowledge, skills and experiences to allow them to work in a general practice role. This learning pathway ensures a multidisciplinary approach and will ensure that pharmacists will be fully equipped in their key primary care team roles. The pathway consists of an 18-month programme of study that includes residential courses, local study groups, study days and personalized support from the CPPE education team.

### **Medicines Management Team (MMT)**

MMT have been working very hard over the last few months, not only offering the normal service to the existing Coastal patients and support to the merging Practices, but also preparing the team to take on all the medicine management of the Bay Medical Group. This included recruiting 2 more pharmacists as per the pilot scheme and a further 2 as well as more support staff. The whole team has now relocated to the Heysham site and on the 3rd April 2017 took on the responsibilities of the Medicines Management HUB for the Bay Medical Group . We are already seeing consistent improvements in the systems they are implementing.

### **Patient User Group.**

This year has been very exciting for the Patient User Group as we have had a large number of requests to join, and Chris Greenwood (Bay Medical Group Patient Engagement Manager) will be making contact in the coming weeks. It is very encouraging for the Practice to see the group grow and become more proactive; there will be more details in future editions of this Newsletter.