

April Newsletter

B u r n h a m & B e r r o w M e d i c a l C e n t r e

W e l c o m e t o o u r N e w s l e t t e r

Special points of interest:

- At Burnham & Berrow Medical Centre we continue in our endeavours to recruit new doctors to join our Practice. Unfortunately, this is a National crisis and we find ourselves in the same position as many Practices across the UK that are unable to recruit new doctors. However, we are striving and creating a highly talented, innovative team who are able to support the GPs that we currently have to provide the best possible care and support for our community within the restrictions we have.
- Here at the surgery we are aiming to work towards being as paper light as possible. Health & Social Care Secretary, Matt Hancock, has ordered a complete phase out of fax machines by April 2020. With this in mind we are starting to phase out the use of our machine from March 2021 and hope to be Fax Machine free by the end of 2019!

Our main story in April is the completion of our refurbishment at our Burnham Centre. The refurbishment was started at the end of October 2018 and is due to be completed by May 2019.

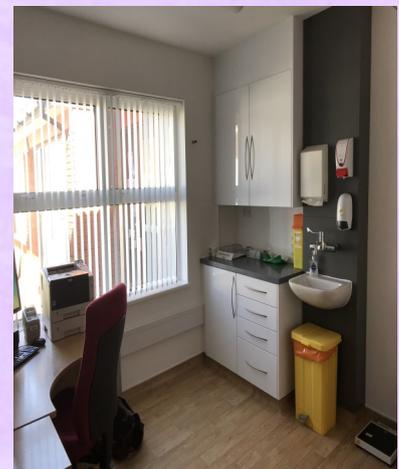
Niblett Building Services Ltd have undertaken our building work and we are extremely pleased with the results so far and we are sure that everyone using the premises will benefit from the improvements. The refurbishments incorporated 11 of our consulting rooms at the surgery; each room being completely stripped back to the bare walls and replaced with new flooring, paintwork, examination couches, sink units, blinds with infection control and H&S in mind. We even replaced the old sapele doors to improve the privacy for patients.

We would like to give special thanks to Estates Lead Katie Berry; Katie was project lead working alongside the Builders and Partners to ensure the smooth running of the rest of the Centre to could carry on with business as usual. It has been a huge commitment and inconvenience, but the outcomes we all feel are well worth it.

BEFORE



AFTER



Did you know?

In January 2019 we:

Issued **8067**
prescriptions

Answered
12120 incoming
calls

Booked **5826**
appointments

Say Hello to our New Staff

We would like to extend a warm welcome to our new staff members that have started with us in the recent months



Nicolle



Adela



Lauren



Gemma



Amy



Gabi

Meet Our Carers Support Team



Lynn



Sarah



Maria

The role of our Carer's Support Team, who are members of our clerical & reception team, is to signpost carers to services and organisations which may be able to offer them help and support. They will aim to give information, assistance and respond to enquiries from carers. If you are a carer and would like information regarding a specific area of interest, please ask to speak to Sarah, Lynn or Maria who will do their best to help you.

If you would like practical & emotional support you may benefit from contact with the Somerset Carers Service. We work closely with our carers agent, Lauren, who can provide both practical & emotional support for carers.

You can self refer to the Carers Agent by contacting 0800 31 68 600, however, if you would like one of our Carers Support Team to do this for you please contact us.

Assisting a loved one with their medical care is part of a caring role. However, the practice must adhere to confidentiality rules. If the person you care for would like you to be involved in their medical care please arrange for them to complete a Consent To Disclosure Of Medical Information. This can be downloaded from our website or on request from the Practice reception.



JOIN OUR PPG!

I am sure you are wondering, what is a PPG? A Patient Participation Group is a group of patients who work closely with the surgery to ensure that the practice is working well with, and for the good, of our patients and their patient experiences.

We are looking for positive, proactive patients to join our online, virtual PPG forum where we can discuss topical issues that will enhance the future of the practice from the point of view of the patients.

This is a great service which allows you to help us strengthen our relationship with our patients and ensure that our patients are at the heart of our decision making.

We are aiming for the PPG members to help us make informed decisions that may affect our patients, allow patients to have a better knowledge of our staff & services and to inform the practice about what matter most to you.

If you would like to join our PPG, you can sign yourself up on www.myppg.co.uk or for more information please pick up one of our leaflets or ask to speak with Claire.

A Fond Farewell to Dr Wolfman

The time has come for Dr Mike Wolfman to say his goodbyes to Burnham & Berrow Medical Centre and he will be retiring from the surgery in July this year.

Dr Wolfman has written a few words about his career and retirement

“When I qualified to become a GP in Liverpool in 1982 life was very different; Maggie Thatcher was Prime Minister, there were conflicts in the Falklands, Newlyweds Prince Charles and Princess Diana introduced baby William to the world, ET was shown in the cinema for the first time and we were spoilt with a fourth TV channel— Channel 4! Doesn’t time fly? It is now 37 years since I qualified to become a GP and 16 years since I started work at BBMC.

At the ripe old age of 60 I have decided a change is needed. In July this year I am retiring, or rather changing my lifestyle. There are many things that I always wanted to do but never had the time to. I will learn to play the saxophone and learn other new skills not related to doctoring. I am looking forward to spending more time with my family and friends.

Surprisingly, I still love my work but it is time to move on. I will miss everyone at Burnham & Berrow Medical Centre and I will miss my patients.”

“He always goes above & beyond the call of duty. A great judge of character who puts everyone around him at ease. Mike is a reliable, fun & understanding GP” Sally, Practice Nurse

“A brilliant boss, always the first to praise you for a job well done” Claire, Admin Supervisor

“Wicked sense of humour!” Kaye, Prescription Clerk

“A great listener & really cares not only about patients but staff too. Nothing is too much trouble for him” Sarah, Senior Receptionist



“Mike has been a key member of staff over the years. He has been a real leader for quite a while and his presence will be hard to replace. He has a professional but fun attitude to work which will be missed by all” Dr Boorman, GP Partner