

# STORRINGTON GLEBE SURGERY & PPG NEWSLETTER

4th EDITION – JULY 2020



## PPG UPDATE

During the recent crisis there have been no PPG meetings therefore I have nothing of significance to report at this time! However, as always, if you have a suggestion, query or just want to chat about something for us to discuss at our next meeting (when allowed) please leave a message with reception and one of us will get back to you. All concerns/issues raised will of course remain confidential.

**Tony Sewell PPG (Chairman)**

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**Armed Forces Veteran  
friendly accredited  
GP practice**

We have recently gained accreditation as an Armed Forces Veteran Friendly Practice by the Royal College of GPs.

A veteran is someone who has served in the armed forces. When servicemen and women leave the armed forces their healthcare is the responsibility of the NHS.

It is very important for continuing healthcare that you register with an NHS GP and remember to tell them that you served. Telling the GP practice about your veteran status will trigger the transfer of your full medical documentation from the Ministry of Defence (MoD) to your GP and enable you to benefit from veteran-specific services, like prosthetics and mental health.

All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated with their time within the armed forces (service related). However this is always subject to clinical need and does not entitle you to jump the queue ahead of someone with a higher clinical need.

If you have served in the armed forces and are registered with this practice, please let us know as soon as possible so we can code your record. We can then ensure appropriate referrals are noted with your status as a military veteran.



## NEW SURGERY UPDATE

We have now been in our new Surgery for just over three months, coincidentally the same period of time that the Covid 'lockdown' has been in force!

We have all had to get used to a new way of working, this has meant telephone triaging all patients before they are able to come in for an appointment to attend the surgery. On arrival, patients have their temperatures taken before they can enter the building and given a mask if they have not been able to provide their own. All clinical staff are required to wear masks when seeing patients too. We have also ensured we have plenty of hand sanitiser available in all areas of the building.

All GPs now have their own room, as does each member of our Nursing team, no sharing between 2 or 3 anymore.

We are very grateful to all involved that we were able to move in when we did on Friday 13<sup>th</sup> March, just before lockdown. It would have been extremely difficult to operate under lockdown with the measures put in place by the Government if we had still been in our old building.

The new surgery is so very light and spacious and we look forward to the time when we can open up again 'normally' to be able to 'show it off' to our patients and the Community.

We are unsure when we will be able to open up the Surgery fully. However, during this time of lockdown, it has enabled us to sort out all the little snagging problems that come with a brand new building. By the time we do open up again all of these should be sorted out.

The Pharmacy is coming along great guns and is due for completion at the end of July.

At the time of completion, the main patient car park will be open.

**Dr Keir Newsom, GP and Partner, Glebe Surgery**

## COVID 19 PRECAUTIONS

Please remember that facemasks will be required when you attend the surgery. It would be much appreciated if you could bring your own facemask/suitable face covering where possible. Unfortunately we are unable to provide these for all patients. Thank you.

**FOR URGENT MEDICAL PROBLEMS THAT CANNOT WAIT  
UNTIL THE SURGERY RE-OPENS PLEASE TELEPHONE THE  
NHS OUT OF HOURS SERVICE ON 111**

## A DAY IN THE LIFE OF AN OPERATIONS MANAGER

No two days are the same, you come in with a list of things you need to work through but as soon as you step through the door, you are 'thrown a curve ball' that takes you completely away from what you had planned!

Most days since Covid I arrive at work at 8am and go straight into the daily meeting with the Doctors. We discuss how things are going, if there are any new guidelines and protocols we need to adopt, how the staff are feeling and are there any worries or concerns from staff. What measures do we need to ensure are in place to keep patients and staff safe and well as we move forward. It has been a very challenging time and continues to be so for all of us. We have a great team who are supportive of each other, this includes all the Doctors and management too.

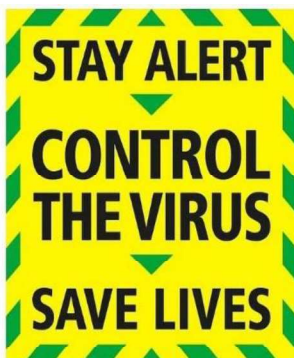
On a day-to-day basis I have to ensure that the practice is running efficiently. I am responsible for organising staff rotas to ensure adequate staffing levels and ensuring that holidays and sickness are covered. I monitor staff overtime and keep accurate records of all staff annual and sickness leave for payroll purposes.

I am the first point of contact for all premises issues, ie lighting, alarms/security, heating, cleaners, etc. In addition, ensuring maintenance contracts are in place and adhered to. Having recently moved into a brand new building this currently takes up most of my time.

I support the Practice Manager in the execution of her role and especially in her absence. I am responsible for the day-to-day management of all administration staff and team leaders and the Nursing team, in conjunction and close co-operation with our Lead Practice Nurse.

I support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety.

**Jane Tewsley, Operations Manager, Glebe Surgery**



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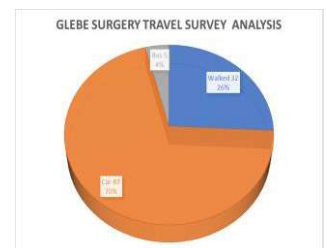
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## GLEBE SURGERY TRAVEL SURVEY JAN – FEB 2020

Thank you everyone who took part in this survey. 88 forms were completed covering 120 adults and 4 children.

### **Results were:**

**Walked 26% - Blue**  
**Car 70% - Orange**  
**Bus 4% - Grey**



Obviously, we would like to encourage as many people as possible to walk to the surgery but appreciate that this is not always possible.

## STAFF APPOINTMENTS

We welcome the following new staff members who joined the Glebe Surgery this year.

**Practice Nurse - Julie Bell**  
**Health Care Assistant - Dawn Watson**  
**Receptionists - Jess Wilkinson and Charlotte Mace**  
**We have also employed 2 'bank' receptionists to help cover sickness and holidays - Adam Kelly and Shane Smith**

## \*\*\*\*\* WHERE TO GET YOUR NEWSLETTER \*\*\*\*\*

Unfortunately due to the current Coronavirus situation we will only be producing this Newsletter via the Glebe Surgery Website [glebesurgerystorrington.nhs.uk](http://glebesurgerystorrington.nhs.uk) and the Storrington Community Partnership Page [www.storrington.org.uk](http://www.storrington.org.uk)