

MARCH 2024

Quarterly Newsletter

Practice Training

The Practice will be closed for half day training from 1.30pm – 6.30pm on

Thu 21st March

Tues 30th April

Wed 22nd May

Tues 25th June

We thank you in advance for your patience on these dates whilst we undertake essential training and development.

Our usual opening hours:

| | |
|-----------|-------------|
| Monday | 08:00-18:30 |
| Tuesday | 08:00-18:30 |
| Wednesday | 08:00-18:30 |
| Thursday | 08:00-18:30 |
| Friday | 08:00-18:30 |
| Saturday | CLOSED |
| Sunday | CLOSED |

Would you like to be part of the PPG - patient participation group. Open to new members. Please contact reception who will happily give you a joining form.

- **Meetings are held on a Wednesday 12.30-1.30; 4 meetings a year.**



We will be closed for Easter on Friday 29th March and Monday 1st April.

If you require medical attention over the Easter Period. Please call 111 or if an emergency call 999.

We will reopen on Tuesday 2nd April at 8.30am.



National NO smoking day 13th March 2024



SmokeFreeLife Somerset can provide further information and support. Call the helpline on 0300 123 1044 or visit [Smokefreelife Somerset](https://www.smokefreelife.com/somerset) – [Smokefreelife Somerset \(healthysomerset.org.uk\)](https://www.healthysomerset.org.uk)

OPEN AFTERNOON

A big 'Thank You' to all who attended our open afternoon on 31st January. We were so pleased to see so many patients there. We hope that you enjoyed meeting the team and finding out about what other local services have to offer.

We plan to hold an annual Open Afternoon with the next sometime in January 2025.



DROP IN SESSION

We will be holding an NHS App drop-in session on 14th May 2024 from 10am until 12pm for any NHS App queries you may have, the Digital Connectors team will be happy to help.



Our Clinical Staff

Doctors

Dr Andy Perry – Clinical Lead
Dr Lavinia Murray
Dr Adrian Tyler
Dr Hannah Jenkins

Advanced Clinical Practitioners

Ms Judith Barry
Ms Natasha Gibson
Mr Carl Pinion

Practice Nurses

Mrs Elaine Bagwell
Ms Caroline Parkin
Mrs Tamsyn Gauntlett
Mrs Jess Allen

HCA/Phlebotomist/Nursing Associate

Mrs Irene Marney
Mrs Sarah Donbavand
Ms Megan Owens

Advanced Clinical Pharmacist

Mrs Lynda Coles – Clinical Lead

67 DNAs in the last 28 days– please let us know if you are unable to attend your appointment

Appointments provided in the last 4 weeks:



2415 face-to-face

1116 telephone

Total incoming calls in Feb 24: 7844
average queue time = 1m23s

