

St Michael's Partnership Spring Newsletter 2018



MESSAGE FROM DR PAULI

Dear Patients,

In April, it will be twenty five years since I first started here as a trainee with St Michaels Surgery and twenty years since I became a Partner.

After so long it feels that the time is right for me to announce my retirement.

It is time for young, energetic clinicians to drive the partnership forward and for me to have more time for elderly parents, time to visit children who have fled the nest and time to regain a healthier work/life balance.

There are many patients who have shared with me, their hardest moments and who I feel I have got to know well. It has been a privilege to work with you in the communities of Twerton, Whiteway and Southdown.

I feel confident moving forward, there is an excellent clinical team at St Michael's supported by an extremely able reception, administrative and secretarial staff - I am leaving you in safe hands.

With Thanks and Very Best Wishes,

Helen Pauli

EASTER OPENING HOURS

Good Friday March 30th— St Michaels & The Beehive CLOSED

Easter Monday April 2nd—St Michaels & The Beehive CLOSED

OUT OF HOURS

**Please call 111 when it is not a
999 emergency**

Emergencies - Out of hours
6pm—8am

Weekdays, Weekends
and Bank Holidays.



Reception Area

If you feel that you would like to speak to a Receptionist in a more confidential setting than the front desk, please ask and a private room will be made available.

WELCOME TO THE TEAM

We are delighted to welcome two new Partners to the practice. You may already know our Nurse Practitioner, Nicola Bebb. Nicola has been with us since November 2014, triaging your calls and working closely with the GP/ Nursing and admin teams. Nicola became a Partner from the 1st January this year.

We are also, please to be able to welcome Dr James Harrop to the Partnership. Dr Harrop joined our team on the 1st March and will be working 2 days a week, replacing Dr Pauli. Dr Harrop qualified as a General Practitioner in 2012 following completion of his GP Registrar year with St James' surgery and he has since been working as a GP Assistant in Trowbridge, he has a specialist interest in cardiology.

We would also like to welcome, two new GP Assistants to work alongside the team - Dr Irina Bardsley has joined us working 3 days a week, 1 of the days currently covering Dr Jefferies, who is off sick following diagnosis of a brain tumour in November. We are pleased to be able to report that with treatment, Dr Jefferies is making good progress and we hope to see her return after the summer. Dr Kerenza Edyvean is covering Dr Jefferies' other day and we feel very lucky to have both of them join our team.

Respect your St Michaels Team or lose it!

It is with sadness that we have received another resignation from one of our valued members of the reception staff. The reason is that aggressive and angry patients were making her job unmanageable.

We know that when people feel physically or emotionally unwell this does impact on their social interactions. However this can NEVER be an excuse to be rude. As part of our Patient Charter we agree to greet you courteously and treat you with respect at all times. In return we expect our staff to be treated with the same courtesy and respect.

Along with all General Practice surgeries in the UK, we have experienced an unprecedented increase in workload and demand over the last five years. We all come to work aiming to do the best job we can for you all, as our patients.

All we are asking for is mutual understanding and good manners. Please work with us to make this possible.

Patient Participation Group

Did you know that St Michael's and The Beehive Surgery have had a Patient Forum group running since 2007?

The forum group consists of representatives across different ages, background and gender to discuss current practices and services provided by the doctors and staff. The forum meets every 6 months.

The next meeting is **Tuesday 8th May 2018 at 6pm at St Michael's Surgery.**

How to contact us: If you are interested in joining the group please contact them via, bccg.stmichaelssurgery@nhs.net or Julie Symonds on 01225 428277

Carers Network

The carers network offers support and services for young people and adults who are carers. There is a board in the waiting room at both St Michael's and the Beehive Surgeries with information about accessing everything from support to activities aimed at carers. The boards are up dated on a monthly basis so if you are a carer or know someone who is please do take a look to see how they could help you.