

# Highbridge Medical Centre Newsletter

Issue 1

Winter edition 2017/18

Welcome to the first edition of our new look newsletter for Highbridge Medical Centre. We hope that this newsletter will have lots of useful information and updates for our patients. If you have any feedback on the new format and content, or an idea for the next edition – please let us know, all feedback is welcome!

*The Highbridge Team*

## Latest News

After a great deal of hard work by our dedicated Highbridge team and the central support team from Symphony Healthcare Services, we are delighted to announce that at the last inspection in October 2017, we were rated as rated **'Good'** in all areas by the Care Quality Commission.

Dr Harvey Sampson, Clinical Lead and Associate Medical Director for Highbridge, described the rating *"I am thrilled that we have been able to achieve a 'Good' rating in all five areas of our CQC inspection, this really is a remarkable achievement in less than one year, from the practice being rated 'Inadequate' and at risk of closure. The team here at Highbridge, have been fantastic in their continuing dedication and willingness to help us to develop better ways of delivering patient care and adapt to the changes required.*

*Since integrating with Symphony Healthcare Services, we have been able to benefit from the support of a wider, experienced team who have worked closely with our local practice team to develop and deliver the comprehensive action plan required. We would also like to thank the community, our patients and our Patient Participation Group for their ongoing patience and support whilst we have been making changes and we will continue to develop and sustain services at the practice"*

### The background...

As many patients will know, the medical centre had been struggling for a while and had been placed in 'special measures' by the Care Quality Commission in 2016, after receiving two 'Inadequate' inspections.



Symphony Healthcare Services were asked by NHS England to consider supporting Highbridge to improve services and ensure that the medical centre did not close.

In April 2017, Highbridge Medical Centre officially integrated with Symphony Healthcare Services (SHS), a larger NHS organisation and subsidiary of Yeovil Hospital.

After joining SHS a new 48 point action plan was developed and on how to improve the quality of services at the centre.

The CQC report recognised the hard work that has taken place at the practice to make improvements to provide safe and effective healthcare services, as well as the ongoing drive to recruit additional GPs and an extended healthcare team to provide services for over 12,000 patients.

To read the full media release, or CQC report – please go to the practice website.

**Visit:**

**[www.highbridgemc.co.uk](http://www.highbridgemc.co.uk)**

# Highbridge Medical Centre Newsletter

Issue 1

Winter edition 2017 /18

## Your Patient Participation Group needs you...

We are very lucky at Highbridge Medical Centre to have a supportive and active patient group, who are there to help represent all our patients.

### Members are:

Chair: Stan Howlett and members; Laura Keech, Lindsey and Steve Extance, Simon Emary, Roger and Liz Blackwell, Mary Kelly, Pat Barthram and Christine Rainbird.

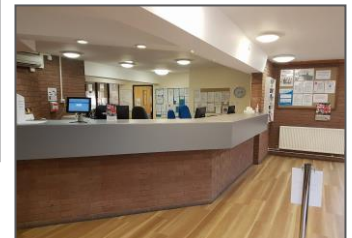
Meeting once every two months the group discuss key issues that are important to patients, developments at the practice and ideas to help improve communication and feedback. If you would like to help support our patient's views please contact: stanhowlett@hotmail.com



Pictured above; PPG members, local MP James Heappey, Dr Harvey Sampson, SHS Medical Director, Dr Berge Balian and SHS Head of Nursing and Quality, Wendy Grey.

## Minor Improvement Grant creates new improved waiting area...

In September this year we were lucky to be granted a Minor Improvement Grant by NHS England to make much needed improvements to the main waiting area, reception desk and toilets for patients. This has made a huge difference to the look and feel of the medical centre.



## A patient's view...

*My name is Pat Barthram and I have been a patient at Highbridge Surgery since 1993. When I first joined, it was very easy to make appointments and see your own Doctor. I came from a very busy practice in London and it was a joy to be able to be seen and discuss your illness without being rushed.*

*Unfortunately, my own doctor then passed away and it became harder to see the same GP and someone that I trusted. Over time the surgery declined and I found it extremely difficult to get through on the telephone lines and to make appointments. Over the past 12 months, I am pleased to say that the service is much, much better. The telephones are answered more efficiently now, even during peak demand times in the morning. The alterations to the reception area have much improved the appearance of the surgery and the increase and variety of healthcare professionals that now includes; GPs, Locums, Nurse Practitioners, Specialist Nurses and more reception staff means we are able to get the right advice and appointment if necessary.*

*I also attend the Diabetic Clinic regularly and cannot fault the service I receive. I'm really proud to be a patient at Highbridge and a member of the PPG.*



# Highbridge Medical Centre Newsletter

Issue 1

Winter edition 2017 / 18

## Team Focus

### Introducing Lorraine, the Practice Nurse

*My name is Lorraine and I joined Highbridge Medical Centre in April 2016 as a Practice Nurse. I have worked in the NHS since 1996 where I started in the control room for the London Ambulance Service, then I went onto train in 2001 as a Nurse at Kingston University.*

*I moved to Somerset with my family 11 years ago and enjoy being part of this community.*

*My role here involves treatment room duties including wound care, helping with Minor Operation clinics, INR clinics, smear taking, child immunisation clinics and I also carry out asthma and diabetes clinics. I am the infection control lead for the practice and enjoy being a part of the Patient Participation Group.*

*My role is very diverse and I find every day brings a new challenge. It is very difficult to decide the most challenging part of being a Nurse, but being part of this brilliant team and all working together really does make those challenging moments easier to bear.*

*One of the best parts of my job is seeing patients achieve their goals, for example making diet and lifestyle changes and seeing a positive effect on their diabetes control.*

*This encourages people to keep achieving and they can then have a better quality of life. I have an interest in wound care and seeing patients' wounds heal is also extremely satisfying, as these can take months to heal which can have a huge impact on that individual's life.*

*Since I started working here so many things have changed, not only within the team but also in the building itself and in a very positive way.*

*We have a very strong team here at Highbridge and we all work hard to maintain professionalism within our individual roles. The patient is always at the centre of everything that we do and it's great to know that all staff share this opinion, usually going that extra mile in order to help the patient.*

*I look forward to being part of this amazing team for the foreseeable future and developing my role further here at Highbridge Medical Centre.*

*Lorraine*



Visit: [www.symphonyhealthcareservices.com](http://www.symphonyhealthcareservices.com)

## Important News:

- Welcome to Lisa Tabner our new permanent Practice Manager and Naomi Coniam who has taken on the Interim Deputy Practice Manager role. Well done to Lisa and Naomi who are carrying on the good work started by Sian Brammer.
- Please note we will be closing at **12.30** on **Tuesday 19 December** for staff training. These dates are very important to ensure that we can train our teams and continue to develop new ways of delivering healthcare.
- Please ensure you allow sufficient time to order any repeat medication over the festive break.

# Highbridge Medical Centre Newsletter

Issue 1

Winter edition 2017 / 18

## Helping you to fight Flu...

It's that time of year again where catching and spreading Flu is much more likely. Help protect yourself and your family by having a Flu vaccination. If you are aged over 65, have a long-term illness,

are a carer, or pregnant you are entitled to a FREE vaccination. If you have any questions, or would like to book your appointment, please contact the reception team on 01278 783220.

**STAYWELL  
THISWINTER**

## I need to see my GP...

There have been lots of changes at Highbridge Medical Centre this year and we now have a number of new GPs who are helping to care for our patients. We are working hard to recruit the additional GPs that we need at the medical centre, but it's important to remember that the GP is just one of the healthcare practitioners who work in the team. We are also expanding the specialist team who work around the GP including; Practice Nurses, Nurse Specialists (who are able to prescribe) Pharmacists, Enhanced Care Practitioners, HCAs and our Village Agent.

Our reception teams are trained to advise you on the most suitable person for you to see and treat all conversations with the utmost confidentiality; please don't be concerned if you are asked to explain your current health concerns or conditions when requesting an appointment.

## The Village Agent

We have a village agent – Steve Ballinger who works at Highbridge Medical Centre, one day a week, on a Wednesday.

Village Agents work with all ages dealing with a wide variety of issues such as helping to provide support on setting up social care, working with the local community to organise support groups and helping to shape services by feeding back to the appropriate body information about gaps in service e.g. transport provision.

To find out more, or to contact Steve, please email: [Steve@Somersetcc.org.uk](mailto:Steve@Somersetcc.org.uk) or call: 07746 340541.

## December Opening Hours

Thank you to all our patients for their support over the last year and we wish you a healthy and happy Christmas and New Year. Our Christmas opening hours are as follows:

Day	Opening hours
Friday 22 December	8.30am – 6.30pm
Saturday 23 December	CLOSED
Sunday 24 December	CLOSED
Monday 25 December	CLOSED
Tuesday 26 December	CLOSED
Wednesday 27 December	8.30am – 6.30pm
Thursday 28 December	8.30am – 6.30pm
Friday 29 December	8.30am – 6.30pm
Saturday 30 December	CLOSED
Sunday 31 December	CLOSED
Monday 1 January	CLOSED
Tuesday 2 January	8.30am – 6.30pm

If you need medical assistance when the practice is closed, please call **NHS111** in the first instance, or in an emergency dial **999**.