



Galleries Medical Practice autumn newsletter

Introduction

Welcome to the first newsletter from Galleries Medical Practice. After what has been a difficult eighteen months for all of us due to COVID 19, we are hoping that our aggressive vaccination roll out programme supported by all GP surgeries in Sunderland, the COVID threat gradually comes down. We are however bracing ourselves up for the winter both in the form of additional winter pressure appointments and using other community services such as pharmacy, recovery at home and community nursing teams when appropriate to meet any surge in demand and keeping up with NHS England's guidance.

Moving forward, we would like to produce a quarterly newsletter to keep our patients informed about any initiatives or changes the practice undertakes. We will also be updating our website www.galleriesmedicalpractice.co.uk at regular intervals.

Staff changes:

The practice has underwent a number of staff changes since the merger of the two previous practices and we are happy to inform our patients that the GP workforce has remained stable in the last two years with new GPs added to the team at a time when staff recruitment has been extremely difficult nationally. After bidding goodbye to Dr Dixit who worked as a GP for 40 odd years, the practice currently is currently staffed by 6 GPs, 2 Advanced Nurse Practitioners (ANPs), 3 trainee doctors including GP registrars, 5 nurses/health care assistant looking after chronic disease management, smears, vaccination, phlebotomy and other nursing responsibilities. Dr Dixit is now enjoying retirement life down South and passes his best wishes to all our patients who know him.

General Practitioners

Partners:

Dr Raj Bethapudi, FRCGP: Lead GP, post graduate trainer, appraiser, CCG executive GP and CCG digital lead GP.

Dr Raju Sagi, MRCGP: GP with special interest in Diabetes and post graduate diplomas in respiratory, palliative care and diabetes medicine. Performs joint injections and chronic disease lead GP.

Dr Ravi Grewal, MRCGP, PgDip + BSc: Prescribing lead GP and has a special interest in Dermatology and ENT. Performs joint injections + minor surgery. Lead for MDT and palliative care and is a foundation year trainee trainer.

Salaried/Sessional GPs

Dr Zafar Zaidi, FRCS: Minor surgery lead

Dr Vrinda Hegde, MRCGP, DFFSRH: Women's health lead

Dr Richard Shelly, BSc (Hons) Oxford, MRCGP: Green GP practice lead.

Advanced Nurse Practitioners

Ms Jo West, RCN

Ms Helen Baldwin, RCN

Trainees

Dr Areeba Arif

Dr Joti Ahir

Dr Sobia Hussain

Nursing/ HCA Team: Lesley, Kirsten, Claire, Chrissy, Jayne

Practice Manager: Mrs Chrissie Todd

Reception/ Admin Team: Kirsty, Jan, Jaymee, Gemma, Vicky, Alex, Beth, Laura

Secretarial Team: Trish, Ashleigh, Joanne

[Summary of key highlights the practice has achieved in the past two years:](#)

- **Training hub:** The practice is an approved training hub for trainee GPs, foundation year doctors, 1st year to final year medical students and trainee nurses. All trainees will always be working under supervision and will have a named mentor and if your consultation is interrupted to seek a second opinion, please bear with us.
- **Development of digital portal hub:** A new interactive website which acts as an alternative access point for people who wish to avoid queuing up on the practice phone line and prefer to access care in their own time and convenience. Making an appointment, requesting repeat prescriptions, finding out test results, e-consultation (for a select number of health conditions), sick notes, private

referrals, chronic disease information etc. are some of the ways you could benefit using the digital portal. You can check this out at www.galleriesmedicalpractice.co.uk

- **Fitting coils and implants:** The practice is an approved site to fit coils and implants for women choosing to have longer term, reliable and reversible contraception. You can ring reception or check our website for further information and a prior GP appointment would be needed to agree the best form of contraception for you.
- **Minor surgery:** The practice offers minor surgery choice for lumps, bumps, non-cancerous skin lesions etc. You can either ring the practice or check our website for further information. You will need a prior appointment before adding you on to the minor surgery waiting list.
- **NHS England pilot site:** The practice has been a test site for a couple of NHS England's programmes prior to wider roll out such as digital home blood pressure monitoring and hereditary high cholesterol identification which aids early diagnosis of heart disease. If you want to have a home blood pressure monitoring done, please contact the surgery or visit our website.
- **Washington PCN:** We are an active member of the Washington Primary Care Network which gives out access to additional work force in the community such as social prescriber (professional who can help with issues such as housing/carers input/other social issues), dietitian, mental health workers, Pharmacists etc.
- **Mental health matters:** We are in the process of organising our first 'mental health matters' conversations network where people can come together to have a coffee and interact with each other about mental health related issues. There will be a small talk by one of our trained counsellors to initiate the morning. Please check our website or contact sunccg.gmp.admin@nhs.net if you are interested.

Key messages:

Winter pressures: In order to use the available appointments in the most appropriate manner, the administrative staff may signpost you to alternative services such as community pharmacy, recovery at home, district nursing teams, practice nurses, treatment room, wound hubs etc. This is particularly relevant during the upcoming winter months as we will invariably have a huge demand on GP appointments and clinical prioritisation becomes the key. We will also be expanding our appointment capacity during winter months.

Flu jabs: The practice has started flu jab administration in October and we are awaiting our second delivery of jabs after finishing most of our first consignment of jabs. If you have not been contacted yet, we will get in touch with you. We still have a small quantity

of flu jabs for our under 65 patients and please contact the surgery if you would like to have your jab.

COVID boosters: We are in the process of phased roll out of COVID boosters. Boosters will be offered to all eligible patients 182 days from their 2nd COVID injection. You do not need to contact the surgery as we will get in touch with you when your booster is due.

Breast cancer awareness month: If you are due for breast screening, please contact 01914452554 to arrange your screening now. Worried about a breast lump and not sure if you need to see a GP? Please contact the surgery urgently and we are here to help. If you are interested in arranging for other screening programmes for which you are eligible, you can contact the practice on sunccg.gmp.admin@nhs.net

Patient Participation group: The practice is currently looking for patients who wish to feedback about the service they receive in our constant quest for improvement. If you can spare an hour a month and would like to have a chat about service improvement over a cup of coffee, please contact our practice manager on sunccg.gmp.admin@nhs.net

Choice of appointment: You may be working from home or away, we have a choice of appointment types including e-consultations, video consultations, face to face and telephone appointments. Please feel free to let us know your choice. Whilst we try our best to accommodate your needs, due to clinical reasons we may need to change the appointment type that is most clinically appropriate.

Childhood Flu: The practice currently offers nasal flu vaccines to children aged 2-3 (must be born between 01.09.17 - 31.08.19). When you receive your invite from us please make an appointment.

Concluding note...

The practice has significantly increased in terms of capacity and the nature of services we provide in the last two years and despite the limitations of COVID 19, the practice has constantly tried to evolve and progress further. We are very keen to constantly improve the services provided at the practice and if you would like to offer any suggestions / complement / concern about the care you received, we are always happy to listen and strive towards improvement. You can drop any compliments or complaints in the boxes provided at the reception area or drop an email to sunccg.gmp.admin@nhs.net. We will keep you updated with our next winter newsletter and via our website as well.

19th October 2021.