

# Great Staughton Surgery

57 The Highway, Great Staughton PE19 5DA  
01480 860770 [greatstaughton@nhs.net](mailto:greatstaughton@nhs.net)  
**NEWSLETTER: Spring 2023**

## Surgery and Staffing Update

As reported in the media, the whole of the NHS has been under significant pressure during the winter months and our surgery has been no exception to this, it has been an extremely challenging time.

In early January we had our Care Quality Commission (CQC) inspection. We are currently waiting for our inspection report.

Unfortunately, Dr Salkield has recently left the surgery and Dr Crowson has moved from being a Salaried GP to a Locum GP. We have been very grateful for the support from other Locum GP's who have stepped in to help us during this time when we are short staffed.

Dr Michael Nagieb was with the surgery for 6 months as a trainee GP. He has now moved onto his next placement and we wish him well in his future training to become a GP.

We have welcomed two new members to our Patient Services Team, Teresa Green and Chelsea Ransley. Both have settled very quickly into their new roles. Helen Ottaway has recently become the Reception Team Lead. Helen has worked in Reception for over 5 years, so has an invaluable amount of knowledge of our policies and processes and dealing with patients.

We have appointed a new Practice Nurse who is due to start with us during March working three days a week. During January we had our three students from Cambridge University here again for two weeks. They very much enjoyed their time with us which is completely different to their usual placements within the hospital.

Due to the changes in personnel and our increased patient numbers, we are now only accepting new patients who have moved into the area and are residents within our practice boundary. We are no longer taking patients who are already registered with a local GP.

We appreciate that during this time there may not have been as many appointments available as we would have liked. We do ask that you continue to support us and understand that our whole team are dedicated to helping you. Understandably this can be frustrating, particularly when you or a family member feel unwell. However, we do need to remind you that our staff must be able to come to work without the fear of abuse, both on the telephone and face to face. Like the rest of the NHS, Great Staughton Surgery has zero tolerance to staff abuse.



We would like to take this opportunity to thank all our staff who are currently working under a great deal of pressure.

## Patient Participation Group

We had a very successful Christmas Raffle raising £1449 to go towards the Surgery Equipment Fund. Thank you to Valerie for organising yet another well run fund raising event and thank you to all our committee members who attended the various flu clinics in order to sell raffle tickets. Congratulations to all the prize winners.

The next PPG event is going to be a **Patient Information Evening** – we will update you on the topic, date and venue when we have more information.

Our AGM will be held on Monday June 19<sup>th</sup> at 6.00pm at The White Hart, Great Staughton. During the AGM the Committee Officers will be elected.

If you would like to join our active PPG group, then please leave your details with the surgery Reception team and someone will contact you.

Very best wishes

Virginia Stirling – Chair, David Gent - Vice Chair

Mo Brown – Secretary

## Surgery Closure

On **Wednesday 29<sup>th</sup> March** the surgery will be closed from 12.30pm – 4.30pm for staff training. You will not be able to telephone the surgery or collect your prescriptions from Dispensary during this time. If you require urgent medical help please call 111 or in a medical emergency please call 999.

## Easter Opening Times and Repeat Prescriptions

We will be closed on Friday 7<sup>th</sup> and Monday 10<sup>th</sup> April due to the Easter weekend. Please ensure you have ordered your repeat prescriptions well in advance and at the latest by 6.00pm on Friday 31<sup>st</sup> March.



## Personalised Care Team

As part of our Primary Care Network (PCN) our patients can have support from a Personalised Care Team:

- Care Coordinator – Lauren Wilding
- Social Prescribing Link Worker – Petra Fone
- Health and Wellbeing Coach – Desiree Rega

Individuals may require input from any or all of the services within the personalised care team. They work together to offer a person-centred and holistic approach which focuses on what matters to the individual.

- **Care Coordinator - Lauren Wilding:** A care coordinator works with people, including the frail/elderly and those with long term conditions, to provide coordination and navigation of care and support across health and social care. They can refer to Occupational Therapists and Physiotherapists and Technology Enable Care, for an assessment of equipment and mobility aids which supports independence, safety and wellbeing.
- **Social Prescribing Link Worker - Petra Fone:** Social Prescribing Link Workers give people time and focus on what matters to them, using personalised care and support planning and health coaching approaches to help them gain more control over their lives and improving health and wellbeing. They connect people to local community groups and agencies for practical and emotional support.
- **Health and Wellbeing Coach - Desiree Rega:** Health and wellbeing coaches work with people usually over a number of sessions to support them to develop their knowledge, skills and confidence to become active participants in looking after their own health. They guide and support people to change their health related behaviours to help them reach their self-identified health and wellbeing goals. They tend to work with people with one or more long term condition such as type 2 diabetes or COPD, providing support for issues such as weigh management, managing chronic pain, living with depressions and anxiety.

If you feel you would benefit from any support from the Personalised Care Team, please contact our Reception.

**Useful Contacts:** For a full list of support services, please see our 'News' section on our website, or contact our Reception Team who will be able to either print out the list or email it to you.

<ol style="list-style-type: none"> <li>1. <b>Caring Together</b> – for informal carers supporting a family member or friend Caring Together: 0345 241 0954 Email: <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a> Website: <a href="#">Caring Together   Carers Support   Homecare   Cambs, P'boro and Norfolk</a></li> <li>2. <b>Making Space</b> - if you are caring for someone under 65 with a mental health condition Making Space: 01480 211006 Email: <a href="mailto:Referrals@makingspace.co.uk">Referrals@makingspace.co.uk</a> Website: <a href="#">MS Cambs A5 4pp-pages.pdf (d18wtyn69de7k.cloudfront.net)</a></li> <li>3. <b>Dementia Connect</b> – support and services for individuals living with Dementia or Alzheimer's Dementia Connect: <b>0333 150 3456</b> Website: <a href="#">Dementia Connect Cambridgeshire   Alzheimer's Society (alzheimers.org.uk)</a></li> <li>4. <b>Care Network</b> - provide short term support for people returning home from hospital Care Network: 01954 211919 Email: <a href="mailto:admin@care-network.org.uk">admin@care-network.org.uk</a> Website: <a href="#">Our Services (care-network.org.uk)</a></li> <li>5. <b>Cambridgeshire County Council (CCC)</b> website with information on how to stay well and independent CCC: Adult Social Care – 03450 455202 Website: <a href="#">Information for adults and older people - Cambridgeshire County Council Staying independent - Cambridgeshire County Council</a></li> </ol>	<ol style="list-style-type: none"> <li>6. <b>Age UK</b> offer a number of services for older people. Age UK: <b>0300 666 9860</b> <a href="#">Welcome to Age UK Cambridgeshire and Peterborough</a></li> <li>7. <b>St Neots Foodbank</b> Email: <a href="mailto:info@stneots.foodbank.org.uk">info@stneots.foodbank.org.uk</a> <a href="http://www.facebook.com/stneotsfoodbank">www.facebook.com/stneotsfoodbank</a> Website: <a href="http://www.stneots.foodbank.org.uk">www.stneots.foodbank.org.uk</a></li> <li>8. <b>One Leisure</b> offer a number of different activities, some of these are free or subsidised One Leisure: 01480 388111 Email: <a href="mailto:activelifestyles@huntingdonshire.gov.uk">activelifestyles@huntingdonshire.gov.uk</a> Website: <a href="#">Active Lifestyles Exercise Classes - Huntingdonshire.gov.uk</a></li> <li>9. <b>Healthy You</b> - a free service for local people who are looking to make changes to their lifestyle. They can help with stopping smoking, losing some weight, leading an active life, alcohol consumption to name just a few. Healthy You: 0333 005 0093 Email: <a href="mailto:eh.healthyyou@nhs.net">eh.healthyyou@nhs.net</a> Website: <a href="#">Healthy You - improving health across Cambridgeshire and Peterborough</a></li> <li>10. St Neots has a <b>directory of groups</b>, activities and support which brings together information for all people of all ages: Website: <a href="#">St Neots Directory • Find groups, activities and support</a></li> </ol>
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