



Carnon Downs Surgery

NEWS FROM THE SURGERY

WELCOME TO NEW STAFF AND CONGRATULATIONS TO SOME OTHERS



The surgery would like to welcome Kimberley and Jemma who have joined the reception team this month. We would also like to congratulate Leanne on being promoted to Senior Receptionist. Next in

the lineup we have Megan Jackson, a very experienced nurse who has recently joined us as our new Practice Nurse and Maya from reception has started training to become a healthcare assistant. Congratulations & Welcome!



CONGRATULATIONS TO OUR LONGEST SERVING MEMBER OF STAFF

This year the NHS celebrated its 75th anniversary. This was an incredible milestone marking 75 years of looking after many generations of families across the UK however, here in Carnon Downs it was completely overshadowed by our own celebration.

The 14th September was the 25th anniversary of our very own Alison Hunt who has also been very busy taking care of the staff and patients at our fabulous surgery for a quarter of a century.

Alison started in 1998 as a part time evening receptionist and little did she know then that it was the start of a long and happy journey through different departments in a variety of roles leading to her current position of Assistant Practice Manager running the safe and effective administration and daily operations in the practice.

Through these various roles she has gained a wealth of knowledge and experience over the years enabling Carnon Downs Surgery to operate smoothly, she is always on hand to support staff to be the best they can be in their roles and is the first port of call for problem solving and 'firefighting' which are key skills for the job! Ali worked tirelessly throughout Covid to ensure staff were safe, supported and still smiling, an exhausting feat in itself and due to her endless energy and positivity she helped get us through it.

A less obvious part of her role but one she delivers on so well is encouraging and embedding a team culture that sets the precedent for everything we do. Often referred to as 'the Carnon Downs way' all our staff know and love this internal philosophy of caring, respect and teamwork which makes Carnon Downs such a special place to work. Alison started her early career in the hospitality sector and has brought the qualities of 'attention to detail' and 'excellent customer focus' into our surgery traits which we ensure get embedded in all our staff and ensures our patients get the best experience, something we are very proud of and is reflected in our patient surveys.

I started as Practice Manager in November 2022 and although I have been here for almost a year everyday is still a climb up a steep learning curve to understand the huge machine that is the NHS and primary care. Luckily for me I have had the support of Ali this past year and she delivers on her role so well I can concentrate on the business management whilst knowing that our operations are being well led, a luxury I am grateful for every day.

I would like to take the opportunity to thank Alison on behalf of the staff and partners (past and present) for everything she does, although she is brilliant and it all seems effortless, I know the amount of work and energy it takes to achieve what she does, it never goes unnoticed.

Ali, we know that you are the cement that holds us together, the wind in our sails and the magic fairy who always turns up with a laugh or chocolate at the right moment!

Congratulations on reaching this milestone Ali, we are lucky to have you.

Sarah McCammon Practice Manager



**CARNON DOWNS SURGERY
CHRISTMAS AND NEW YEAR
OPENING TIMES**

**FRI 22 DEC
CHRISTMAS HOLIDAYS
WED 27 DEC
THU 28 DEC
FRI 29 DEC
NEW YEARS DAY
TUE 2 JAN**

**8.30AM - 1.00PM & 2.00PM - 6.15PM
CLOSED UNTIL WED 27 DEC
8.30AM - 6.15PM
8.30AM - 6.15PM
8.30AM - 6.15PM
CLOSED UNTIL TUE 2 JAN
REOPEN 8.30AM - 6.15PM**

DUE TO THE DEMANDS OF THIS VERY BUSY PERIOD THERE WILL BE NO ROUTINE PRE-BOOKABLE APPOINTMENTS OR FOLLOW-UPS UNTIL THE NEW YEAR UNLESS THE GP SPECIFIES THIS DIRECTLY TO THE STAFF. IF YOU REQUIRE MEDICAL ADVICE DURING THE CHRISTMAS OR NEW YEAR PERIOD WHILST WE ARE CLOSED PLEASE CONTACT NHS 111 BY DIALLING 111.

PLEASE REMEMBER TO ORDER YOUR MEDICATION IN PLENTY OF TIME AND ALLOW AT LEAST THREE FULL WORKING DAYS BEFORE COLLECTION.

NEW SHINGLES CAMPAIGN 2023

You may have seen in the press recently that there is a new campaign for shingles vaccination. Almost a million more people (900,000) will become eligible for a shingles vaccination from September, the NHS announced back in the summer.

Anyone who is severely immunosuppressed and over 50 will be able to get two doses of the Shingrix vaccine – currently the vaccine is only available to those over 70. From 1 September 2023, those turning 65 and 70 will also be able to get the vaccine after their birthday, in addition to those already aged 70-80. Shingles can occur at any age, but the risk and severity of shingles and its complications increase with age and is higher in individuals who have a severely weakened immune system.

Patients will be contacted by us here at the practice if they are eligible, but we had to concentrate on our flu and covid campaign leading up to winter, so please wait to be contacted later in the year or into January.

STAFF TRAINING AND SURGERY CLOSURES

WEDNESDAY AFTERNOONS IN 2024 – DATES TO FOLLOW

The nature of working within a GP Practice means that our team members both clinical and administrative, work to tight time slots, the majority of which is spent with patients. Whilst this is a key element of our work, it means that there is no time for whole team staff training or hold vital meetings to support learning. To support us in being able to have time for these aspects of our work we have achieved approval from the Integrated Care Board that we will operate an emergency only service for patients on a designated Wednesday afternoon each month from 1.30pm until 6.30pm to allow these meetings to take place. The dispensary and surgery will be closed except for access to emergency care via an initial telephone assessment service.

We will publish our dates on our website and in the foyer so that all patients are aware of our opening times. We appreciate your support with these closures for vital training and to help us improve procedures and processes within our teams.

CONTACT NUMBERS

Main Reception Telephone: 01872 863221

Open 8.30am - 6.15 pm Mon to Fri www.carnondownssurgery.co.uk