

## Flu News

Our flu clinics were fully booked in October and November, and we have delivered a record number of vaccines to our patients this year, due perhaps to the nasty strain of flu which many of us suffered last year.

Have you had your flu vaccination? It's not too late; prime "flu season" is January and February and we still have some vaccines left so if you are aged 65 and over and would like to be protected please contact us to arrange your appointment or mention it when you visit the doctor or nurse.

If you are under 65 and at risk because of a long-term condition there are still vaccines available at Pharmacies such as Wells in Bridport and Boots, Superdrug etc.

We have finally managed to get hold of some more of the children's vaccination Fluenz after the shortages in the autumn, and are contacting parents to arrange appointments.

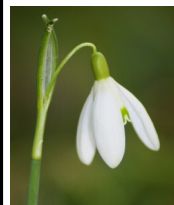
**Wuhan novel coronavirus update: if you have recently returned from China and suffer any kind of flu symptoms, even mildly, please give us a call immediately for advice.**

## Do you need extra help? Or can you offer some time to help your neighbours?

Our carer's lead, Jackie, is developing links with those in our community who need extra help and those who can offer it. She has already recruited one "patient champion" who is starting to work with us using her expertise in adult social care and offering to visit patients who are struggling, perhaps because of isolation or infirmity.

If you have time to spare and are interested in finding out more about this exciting new venture, please give us a call and ask for Jackie. Or email her on [jacqueline.clark@dorsetgp.nhs.uk](mailto:jacqueline.clark@dorsetgp.nhs.uk)

Similarly if you are struggling with getting help at home, or feeling isolated, or wanting to be more active but not knowing where to start, or any other non-medical problem, have a chat with Jackie to see if we can help.



# SURGERY SNIPPETS

Spring 2020



## Happy New Year!

2020 promises to be an exciting year, as we welcome a new GP partner to the team at Portesham Surgery from 1st March.

Some of you will have already met Dr John Jitan as he has locumed with us previously, and we are delighted that he has chosen to come to us now he is ready to become a partner. We will therefore have a strong 4-GP team here and, at a time when many surgeries are struggling to recruit GPs let alone partners, it puts us in an excellent position to continue offering a first-class service to our patients.

Sadly this means we will be seeing less of our other locums including Dr Debbie Rose. We are incredibly grateful to our loyal band of locums who support our patients (and us!) when our GPs are training or on leave.



*Thank you! To all of you who were so generous with your Christmas good wishes, biscuits, chocolates, wine, tray bakes, home-made mince pies and flowers! We feel very privileged and humbled by your appreciation—thank you so much.*

Our next training afternoon when the surgery will be closed (including the dispensary) is:

**Wednesday January 29th from 3.30pm.**

NHS 111 deals with any emergency calls during that time and we re-open at 8.30am on Thursday as normal.

**Inside: Meet our new GP and other staff, Flu News and a word from the Friends of the Practice**

## Meet the new staff!

**Dr John Jitan** writes: "Following my undergraduate degree in engineering at Bristol University, I went on to study medicine at the University of Warwick, qualifying in 2013. I spent the first two years of my career living and working in Bath, predominantly at the RUH (Royal United Hospitals). Subsequent training jobs have been here in beautiful Dorset, both in hospital and general practice. Since completing my GP training in 2018 I have worked in a range of local practices. I enjoy the variety and complexity of general practice and look forward to joining the team at Portesham."

Outside of work I enjoy spending time with my lovely wife and daughter, playing music with friends, singing with the Dorchester Choral Society, and getting my hands grubby in the garden or on the allotment."

John starts in March when there will be changes to our GP rotas, so make sure to look on our website or pick up a "Useful Numbers" leaflet from reception nearer the time.

**Dispensary team:** the increasing dispensary workload has led us to recruit two new members of staff, Michele and Caz, both of whom are experienced dispensers, so from two dispensers doing around 60 hours per week in 2004, we now have 6 staff working around 130 hours per week between them.

**Nurse team:** Anna Meakins joined Rachelle Pearce as our second practice nurse in November. Anna is an experienced practice nurse with a special interest in diabetes.



Anna

This means we are back to full strength with two practice nurses, Tabby our HCA and Hari our new phlebotomist.



Hari

Again this a big increase in hours from 2004 when we had around 24 hours per week nursing time, compared to 60 hours per week now.

**Reception team:** we recruited Kendal in September to give us extra admin cover, then lost our two newest receptionists Stacy and Val in October. Stacy returned to her roots in book-keeping and Val moved to a GP surgery closer to her home. So we have welcomed Kacey and Sharon who both joined us in November.



Kendal



Kacey



Sharon

We hope that these will be the last changes in the team for a while! We thank you for your patience as our new team members learn their roles in this increasingly complex work environment.

Our staffing team has increased massively in the last 15 years as we have noted, and still the workload seems to increase daily. When our current Practice Manager Alison first started work here in 2004 the GPs did more visits and still often had ten minutes to eat lunch with the staff. Now we frequently don't see the GPs until late in the day when they emerge like moles!

You, as patients, will have noticed the changes and we do sometimes hear comments like "It's not the same as when Dr Pouncey or Baird was here", We agree! We all miss the old days when there was more time to talk, and GPs could even do "social" home visits which some of our older patients clearly miss. But medicine has changed. Forty years ago GPs often only saw their patients when there was an emergency. Now we have a hands-on role helping to keep our patients healthy and forestall those emergencies through all kinds of complex interventions.

On 2nd January over 11 million people throughout the UK were having to wait more than 3 weeks for a routine GP appointment, and some waiting times were as long as 10 weeks. We will continue to work hard to make sure we are always as accessible as possible.