

Wickhambrook Surgery

NEWSLETTER

Early Summer 2020

COVID-19 update

We would like to take this opportunity to thank all our patients for your considerable patience, good humour and support during the current situation. We do appreciate your frustrations in not being able to access the surgery in the normal way and the difficulties this can cause you. While we remain in lockdown please do not ignore any medical symptoms you might be experiencing. Although we are trying to minimise face to face contact, the GPs and nurses remain available to answer your queries or concerns. Consultations are continuing to take place mainly by telephone. For those who then need to be seen this can be done either by a video consultation to a mobile phone, or at the surgery at a planned time. We are ensuring that any patients in the surgery are kept apart and are seen in a room that is disinfected in between patients.

We are also offering E-consults (on-line consultations) for non- urgent queries via our website. This software can also provide self-help advice for certain conditions.

We are able to offer limited blood tests for selected patients who require monitoring of high-risk medications and medical conditions.

We would also like to extend our thanks to the many people who have volunteered to help those who cannot leave their homes. If you do have difficulties, for example in collecting your medication, please do let us know and we can try to put you in touch with a local volunteer.

New faces!



We are delighted to welcome Dr Faria Khan to the team, who has joined the surgery as a partner replacing Dr Clifton-Brown who retired in April. Dr Khan has been working in Cambridgeshire and has a keen interest in women's health. Unfortunately, because of the COVID19 situation, we have sadly had to delay marking Dr Clifton-Brown's retirement and acknowledge the many years' service she gave

to the practice. We are sure your good wishes go to her for a long and happy retirement and we hope to arrange an event later in the year.

We are also very pleased to announce that Dr Mark Jones, who has been working as a locum GP for us for a couple of years to cover maternity leave, will be remaining with us, on a permanent basis.



One of our existing members of staff has recently extended her role in the surgery. Kirsty George, who has been working as a dispenser at Wickhambrook for the past two and a three quarter years, now has the additional role of Health Care Assistant which involves supporting our nurses as well as seeing patients herself for certain types of appointments such as NHS Health Checks, ECGs and wound care and dressings.

Retirements

We have two team members who have very kindly delayed their retirement to help support the practice during the challenging time over the past few months.

We will be sad to say goodbye to our popular Nurse Sally Osterburg who leaves at the end of June. It's been a privilege to have such a knowledgeable, caring and experienced colleague over the past 4 years. We will miss her cheery and delightful disposition and we wish her all the best for the future.

Lastly (but certainly not least!) after 23 years of service we say farewell to our amazing Practice Manager Libby Hoffmann who has supported the team here at Wickhambrook through some very challenging times. She is much loved by all the team at the surgery and we can't thank her enough for all she has done over the years.

We wish her a very long and healthy retirement!

Mrs Samantha Clark took over the reins as new Practice Manager from 1st June.