



STORRINGTON GLEBE SURGERY & PPG NEWSLETTER

7th EDITION – April 2021



PPG UPDATE

These past few months has seen lots of you coming along to the surgery for your Covid vaccine. Myself and all the other volunteers have been delighted to meet so many of you and to be able to assist in the vaccine rollout programme in some small way.

Andrew Griffith, MP for Arundel and South Downs, visited the surgery in February to congratulate everyone on completing 10,000 vaccines and to thank all the staff and volunteers involved for their hard work. The Vaccines Minister, Nadhim Zahawi also sent a personal congratulatory video after hearing of the milestone that the Glebe had reached.

The rollout continues at a pace and we have now given more than 20,000 vaccines. I look forward to meeting many more of you, hopefully in better weather!!!

Tony Sewell PPG (Chairman)

SOCIAL PRESCRIBER

Life can be challenging. Knowing how to access available support locally can make a big difference.

As a Social Prescriber, I work with patients in practices in the Chanctonbury area on a range of issues, giving them time to explore what is important to them and to identify the issues they would like to address. I explore services, groups and activities that can help people to improve their health and wellbeing and I can support people to start using them.

During lockdown, sessions have been by telephone but they can be face-to-face when it is safe to do so. There can be anything between 1 and 6 sessions, depending on what is agreed.

I work Tuesdays, Wednesdays and Thursdays. Contact the surgery if you would like to be referred or if you wish to hear more about this service.

Julia Davies
Social Prescribing Coordinator



COVID VACCINES AT THE GLEBE

To date we have undertaken

14,271 1st dose vaccinations
6,295 2nd dose vaccinations



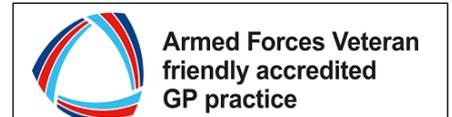
COVID VACCINE BACKGROUND PROCESS

Lead Practice Nurse, **Amy Savastano**, is now also the Covid Vaccine Manager and she works in close collaboration with **Jane Tewsley**, Operations Manager. They undertake this extra work whilst still doing their "normal" duties.

Together they take the necessary steps to ensure that the Covid clinics are run as smoothly as possible. Here is a little "behind the scenes" view of what this entails:-

- Creation of the Covid/flu rota
- Weekly staff planning
- Timely communications to internal/external staff
- Support the maintenance of staff resource "pools"
- Ensuring clinical support cover
- Administration management on the day, including contacting patients who have DNA'd (Did Not Arrive) and arranging for them to attend, if they can, or re-arrange appointments for another day where possible and where vaccines allow (this is especially important on 2nd vaccination days)
- Start/end of day duties including reporting to CCG (Care Commissioning Group) regarding the amount of vaccines given and the balance of vaccines remaining.
- "Issue" - escalation management
- Training of Covid administration staff and ensuring all clinical staff have done and supplied evidence of Covid vaccine training across all vaccines.

FOR URGENT MEDICAL PROBLEMS THAT CANNOT WAIT UNTIL THE SURGERY RE-OPENS PLEASE TELEPHONE THE NHS OUT OF HOURS SERVICE ON 111



MESSAGE FROM SUE SMITH, PRACTICE MANAGER

I can remember walking through the doors of the new Glebe Surgery Feb 1993, there was such a buzz in the air. I had no idea what a great journey I was embarking upon, and nearly 30 years on I still love working at the Glebe.

The old Glebe was built on good foundations of hard work and core values. I was very fortunate to have been trained and supported by the Partnership, which consisted of Dr Kalaher, Dr Whitehead and Dr Tse.

My office comprised of a desk, a typewriter (manual!) and a filing cabinet, which was empty. There was one computer on a table in the corner which everyone looked at suspiciously but was rarely touched. Prescriptions were all hand written, as was the appointment book. There was one chair on reception, no one ever had time to sit down as there were always notes to pull for the next surgery or to be put back at the end of the day.

The old Glebe building was designed to serve the growing population of Storrington and we thought that having capacity for 8000 patients was going to give us years of life. It wasn't long before we had an extension, followed quickly on the heels by yet another one!

With the closure of Mill Stream surgery patient numbers surged from 8000 to 11500, overnight. The Glebe Surgery staff rallied and every patient was welcomed, as if we were really needing more registrations. One GP was handing out registration forms to the queues in the car park. There were people sitting around the edge of the waiting room and queues down the corridors waiting to see the doctor. The Glebe Surgery would never be quite the same again, but having risen to the challenge things soon returned to some kind of 'normal'. The enormity of the task didn't hit until 3500 paper notes were delivered in boxes, all of which needed summarising and storing.....somewhere?

I am a passionate believer in TEAM working, 'Together Everyone Achieves More'. It is good to see teams growing and developing with the ever increasing changes within the NHS. The ethos of the practice, known as the 'Glebe Way' is 'To provide a reliable and friendly primary Health Care Service' and this continues to be our aim.

Moving into the new Glebe Surgery involved a long term plan and implementation of about 5 years, but we got there in the end! We finally moved in to the new surgery on March the 13th 2020 and went into lockdown the same week. Sadly we have never functioned under 'normal' circumstances, but we were able to manage 'Covid hot hubs' and then the Covid Vaccination Clinics. We certainly wouldn't have been able to do either in the old building.

It has been a real privilege to have worked over the years with great partners and committed and hardworking staff. I am confident that the surgery will continue to change and develop under the leadership of a team of excellent managers who have all been 'home-grown' and have Glebe Surgery values at the centre of what they do.

I am officially retiring as Practice Manager from the end of May, and from 1st June my colleague, Jane Tewsley will be taking on that role. Jane and I have worked together for a number of years and I am sure she will do a great job of taking the surgery forward in the future. I, on the other hand, am looking forward to enjoying the beach, the grandchildren, being involved in The Village Hub and a little bit of 'me', time if there's any left! I am planning to still be around at the Glebe for a while yet, working just one day a week for the foreseeable future helping with the transitioning of roles

I cannot believe how 30 years have flown by so quickly. If 'time flies when you are having fun' I must have really been enjoying myself!



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STAFF INFORMATION

Dr Amy Garrett returns on 11th May from maternity leave after having had her 2nd child, a little girl Jesamine. We are looking really looking forward to her return.

New Reception Staff - Harry Hall joins us as a permanent member of staff from 14.4.21 after working here since January 2021 in the Covid clinic doing admin and helping out with telephoning patients regarding their Covid vaccinations. We know he will be a great addition to the Team.

Covid Clinic Staff

Jane Aitkinson - joins the team as Covid Coordinator on 20.4.21.

Ethan Taylor and Simon Stollard - sadly have come to the end of their furlough with effect 30.4.21. They joined us in late December 2020 and have been two of our most efficient, reliable and friendly Covid administration staff. We will miss their dedication.