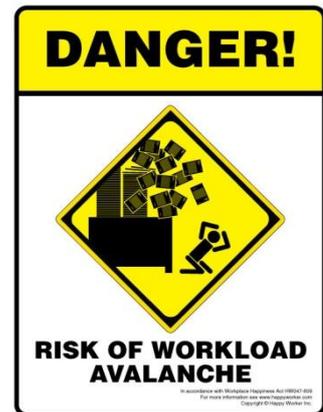


# News Items from Dolphin House Surgery

## Workload Continues to Grow Across Local Practices

Please bear with us at a very difficult and pivotal time for the practice. You may have heard that the patient list has been closed at neighbouring Church Street Surgery for six months with no sign of it opening soon. We sought to do the same but our request was refused by NHS England. This is causing a huge workload for us as we are the only local practice accepting new patients. This has happened when we are already coping with the extra 3,000 patients from the Maltings Surgery whose main GP had retired. We took on this practice list last year so we could form a big enough practice to go into the new building planned for 2020/2021. This is all very exciting for the future, even though planning permission is currently delayed, but it will have a significant



impact until such time that we can recruit more staff and have the new space.



Please be aware we are doing all we can. We know how frustrating it can be having to ring repeatedly sometimes to see a doctor or nurse, particularly of your choice, but the doctors, nurses and staff are working flat out often putting in 13 hour days and coming in on days off so that

we can see as many people as possible. We would also value patients being as polite as possible when presenting to reception however frustrated. Staff are doing a very difficult job and where there is a problem explaining what needs to be done is often a quicker way to get it sorted rather than losing one's temper.

Unfortunately when dealing with such huge volumes of workload there are bound to be times when things go slower than one would like. This frustrates us too. Please be particularly aware of the need to order medications promptly as this gets in the way of doctors doing other work if a prescription is asked for at the last minute.

We are also working hard behind the scenes trying to recruit new staff to free up more appointments for you. As throughout the whole country this is far from easy at present. We are also dealing with an ever expanding elderly and nursing home population in Ware. Some of these issues need solutions from those at a far higher level than us.



Whatever happens we will continue to work as best we can for the health needs of Ware.

**Patient Action** - Affected by the GP situation in Ware or wish to comment?

There are forms at reception for you to comment. Please be aware this information will be used in future meetings with NHS England and our Member of Parliament.

Dr Maddams would particularly like to hear from any patient registered here who would like to support the patient participation group in approaching our local MP asking for support for general practice in Ware.

### **Hellos and Goodbyes to staff**

We are sad to see Dr Martindale and Dr Moorcroft moving on. Dr Martindale joined us from the Maltings Surgery but her child commitments have changed. We wish her well and you may see her covering the odd clinic for us in the future. Dr Moorcroft has taken a job nearer to home in North Herts after being our registrar and then a salaried GP for 2 years. We wish him well with his new post and his wedding next year.



We are pleased to welcome new nurse Eunice Zijlstra. Eunice has worked in the community as a lead nurse for elderly and frail patients and has a background of critical care nursing at the Lister Hospital. She will be able to help the doctors deal with cases and make visits to our elderly population freeing the doctors to see more patients.

We are also trying to recruit more doctors. Unfortunately, many of our excellent registrars live in London so when it comes to job hunting Ware is a bit far out. They love working here so we will continue to remind them of the positives.

Some of you may have seen Dr Shazad. A former Hertford GP, he is back in the area and doing sessional work for us again. Hopefully he and his family will relocate permanently and he will want to stay. He also works in the dermatology clinic at Hertford County Hospital. We are pleased he chose us to work for.



Another recent positive addition to our team Dr Laura Smith has also extended her sessions with us.

### **Dr David Maddams's Retirement**

After 31 years at the practice, 35 years in the NHS and at the grand old age of 60, Dr Maddams has decided to retire at the end of March 2019. Ware born and bred he knows many of the patients very well indeed and says he will miss everyone very much. Please see a fuller explanation on notice boards and leaflets throughout the practice.



## Keep healthy this winter

Remember to keep active even in winter. Getting outdoors on sunny winter days and being active can help banish winter blues and help the immune system. Keep the fruits and vegetables going as well as milk being a rich source of winter busting vitamins. Warm winter soups with plenty of root vegetables will keep you warm and full without the need for unhealthy snacks. A satsuma makes a healthy winter snack as do nuts.

Make sure you have your flu jab if you have a chronic disease, are over 65, are pregnant or a child over 6 months (age rules apply).



Always keep warm, even if you are only keeping one room warm this helps.

If you have elderly neighbours keep an eye on them.

Do not take infectious diseases like diarrhoea, vomiting and simple sore throats to the doctor unless you are very unwell as you will spread the infection. Remember most infections are viruses so antibiotics are useless and can even harm. It is normal to have a cold, cough or sore throat for up to 3 weeks sometimes.

It is suggested to avoid one very serious pneumonia in a child, a million children would need to take antibiotics.

A Happy and Healthy Christmas and wintertime to you all