

## **Special Newsletter for Patients at the Dolphin House Surgeries**

Good news just in time for Christmas for our patients at East St, Amwell End and Stanstead Abbots GP sites.

As of this week (November 13th), following a successful merger of the computer systems at Dolphin House and the former Maltings Surgery, we now will be able to function as one united practice.

This will mean that on telephoning either surgery, patients will be booked to see a doctor or nurse primarily at the East Street site. For now, Stanstead Abbots patients (Sheffield House) will still ring their local surgery in the mornings as normal.

This change will allow more choice, more capacity and better continuity of care particularly for The Maltings' patients who will not have to wait for the doctor they saw from Dolphin House to be back over at Amwell End. Dr Fiona Martindale of The Maltings will now become part of the bigger team at Dolphin House, patients from The Maltings who still want to see her can on her usual days of working but at the East Street site.

Part of our successful application for a new surgery involved moving towards more chronic disease management whereby patients with long term conditions like lung disease, heart disease, diabetes and frailty would have more time with the doctor or nurse to plan their care. What has become obvious in recent years is that a 10 minute appointment is not appropriate for everyone and this will allow us to make care more tailor made to an individual's needs. At the moment we will use the Amwell End base (Maltings) for our chronic disease clinics as well as vaccinations, antenatal and leg ulcer management.

Having listened to patient feedback we will be investing in a newer and better phone system very shortly, however until that time patients are free to phone their usual phone number. Eventually we will have one central telephone hub directing you to the most appropriate service.

This has been a real challenge for everyone working at the various surgery sites as there has been lots to do in addition to the normal heavy work load. We hope by the end of the year to have come through any teething troubles and patients will see the benefits and understand that it is necessary in order to be successful in our application for the new surgery. We understand that for all our patients change can be difficult but hopefully you will all come to see that the end result will make it worthwhile.

As previously announced we are pleased to introduce several new doctors on our permanent staff some of which did their GP training with us. They are Dr Camellia Arul (our new partner), along with our new salaried doctors consisting of Dr Freya Shah, Dr Sam Moorcroft and Dr Laura Smith. These new doctors will help with our new system of working and support the opening of the new care homes around Ware which continues to be another challenge. We are also pleased to announce that nurse Jessica Burgess will be joining our nurse team. Also we are training our new HCA Chris O'Brien to expand our HCA team as well.

We will keep you posted on further developments via newsletter and our website as they occur.

We feel we have a great team in place ready to serve the needs of Ware and Stanstead Abbots.