



YELVERTON SURGERY

NEWSLETTER JUNE 2012



Welcome to a special edition of our newsletter. It has been a challenging and eventful year at Yelverton Surgery with lots of changes, most notably the retirement of Dr Mallaband, followed unexpectedly by Dr Longdon. The main purpose of this newsletter is to give you some information about some of the new faces in the practice...

We are pleased to announce that

Dr Lisa Kelly

has been appointed as a partner and will be joining us in August 2012. She has written something about herself for us...

My family and I have lived on the outskirts of Plymouth for 11 years now. I grew up in Hampshire and then trained at St Mary's Hospital in London before completing my GP training in Hertfordshire. I joined my training practice as a partner for 3 years before we finally escaped to glorious Devon when my husband became a Consultant at Derriford Hospital. I have decided to move from my current practice to be nearer to beautiful Dartmoor and all that it has to offer.

My particular interests are Women's health and all aspects of contraception.

I have 2 boys aged 9 and 11 and we love everything that the moor and coast have to offer. My main hobby is gardening and pottering in my greenhouse.

I am really looking forward to joining the team at Yelverton Surgery and to meeting you all.

From 1st August 2012 the new partnership will include:

- **Dr Peter Smith** (works Monday, Tuesday, Wednesday morning, Thursday and Friday)
- **Dr Mary Nichols** (works Wednesday, Thursday morning and Friday)
- **Dr Beth Lynch** (works Monday, Tuesday and Thursday)
- **Dr Matthew Best** (works Monday, Tuesday, Wednesday and Friday)
- **Dr Lisa Kelly** (will be working Monday, Wednesday morning and Thursday)

Dr Matthew Best, who joined the partnership at the beginning of August 2011, has also written a little something about himself for us by way of an introduction...



I grew up in the Leicestershire market town of Ashby-de-la-Zouch, famous for Sir Walter Scott's Ivanhoe and, more recently, the home to the fictitious teenager Adrian Mole.

After completing my schooling I headed south to London to study medicine at St George's Hospital Medical School in Tooting where I spent 7 happy years.

After finishing my undergraduate training I was eager to see some greener pastures so headed to Devon and Derriford Hospital, where I completed my initial hospital jobs and then the first few years of GP training.

I completed my General Practice Registrar training in Plymouth, but not before experiencing work and life in Shetland – a rural extreme, but not too dissimilar to life as a GP in

Dartmoor! Following qualification, I worked for a year in Plymouth, Yelverton and Tavistock as a locum. I have special interests in ENT, skin problems and minor surgery, including joint injections.

I live in Plymouth with my partner who is Primary School Deputy Head Teacher. In my spare time, I enjoy long walks on the beach, playing hockey and baking.

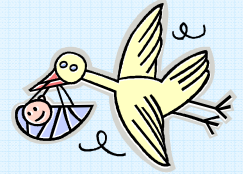
I am thoroughly enjoying being a partner at Yelverton and getting to know you all.

Dr Best has now increased his commitments to work on Mondays, Tuesdays, Wednesdays and Fridays.



As a training practice, we always have at least one GP registrar with us. They are normally with us for 6 - 18 months depending on what stage of their training they are at. Here is some information on our current registrars....

Dr Michaela Stoffregen started her maternity leave at the end of May. We wish her all the best with her new baby boy who arrived on the 10th June!
Dr Stoffregen will be coming back with us for a short time after her maternity leave to complete her final part of GP Training.

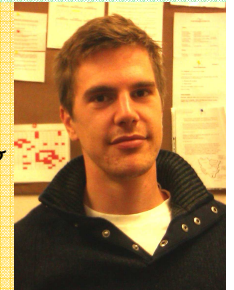


In December 2011, we welcomed Dr George Kivell to the practice...

"I qualified as a doctor in 2007 from Sheffield Medical School before moving to the West Country to complete my Junior Doctor training in a variety of hospital specialties in Derriford Hospital. I served as an Army Officer for several years before becoming a doctor and I am still serving although completing training as a GP in the NHS. When I qualify fully as a GP in August 2013, I will return to the Army although I hope to remain in the Plymouth Area. I have greatly enjoyed the six months already spent at Yelverton and look forward to meeting more people in my remaining twelve months."

In August, we will be joined by Dr William Farrar who will be with us for six months as part of his GP training...

"I am a local boy who grew up in Plymouth and studied medicine at the Peninsula Medical School. I qualified in 2009 and since then have been training in Barnstaple and Derriford Hospital, covering a range of medical specialties, including Cardiology, Dermatology and Health Care of the Elderly. I have also spent eight months working in Paediatrics, which I have a special interest in having a 18 month old son of my own. In my spare time I enjoy spending time with my family as well as rowing and fencing. I am very much looking forward to coming to Yelverton as part of my GP training. I will be closely supervised and may ask you to help with my training from time to time!"



We have changed the way that we record patients' registered doctor on our computer system for administration purposes. All patient records now show that they are registered with the practice rather than with a particular GP. We understand that there are times when you are required to name your doctor, for example, for an insurance form. You will still find a named 'usual doctor' on your repeat prescription counterfoil, or you can ask at reception. All patients have the right to choose the doctor they would like to see and if you would like us to change our record of your usual doctor, please let us know. In urgent situations you may have to see the doctor who is available, but there can be an advantage to seeing the same doctor for ongoing medical problems.

Patient Survey Results

Towards the end of 2011, we set up a Patient Participation Group to help us find ways of improving the service our patients receive. Together, we agreed areas that should be included in a survey. These areas were: Reception, Telephone Services, Quality of Care, Missed Appointments and Parking.



In January, we conducted a patient survey in the surgery and on the website. Both the Quality of Care and Reception were rated highly and the practice was very proud to receive a high number of comments which praise the surgery, the team and the care provided.

We developed an action plan from the results, which includes: more information regarding our telephone services, publication of the number of missed appointments and a text reminder system to help reduce the number of missed appointments.

The full survey results and action plan can be found on our website and in folders in the waiting rooms. If you would like a paper copy to take home, please ask at reception.