

# The CSPPG Newsletter

Issue **Winter 2017**

## Contacts

Surgery 01453 843893

Dispensary 01453 844748

Out of Hours 111

Or [www.culverhaysurgery.com](http://www.culverhaysurgery.com)



## Surgery Opening Times

|         |                 |
|---------|-----------------|
| Mon     | 8:00am – 8:00pm |
| Tues    | 8:00am – 6:30pm |
| Weds    | 8:00am – 6:30pm |
| Thurs   | 8:00am – 6:30pm |
| Friday  | 8:00am – 6:30pm |
| Weekend | Closed          |

## Election of CSPPG members

The Annual General Meeting and election of Officers took place on the 20th March 2018.

The CSPPG have been very fortunate in the past to have Michael Sykes to lead as Chairman and the CSPPG has gone from strength to strength, and we are now pleased to welcome Derek Higgs as the newly elected Chairman, supported by Geoff Swallow as Deputy Chairman and Gwen Bridges in her ongoing role as Honorary Secretary.

The group would love to have applications from new members to join us and we would particularly welcome those in the younger age groups as well as those more senior. There is an opportunity to learn and to bring your own views and skills to keep the group lively and relevant. We meet on the 3<sup>rd</sup> Tuesday every month 6.45 pm at Culverhay Surgery.

Are you interested? Can you attend at least 4 meetings a year? Application forms are available at the surgery – just ask at reception.

We hope you will come and join us.

Minutes of past Monthly Meetings can be seen online at

[www.culverhaysurgery.com](http://www.culverhaysurgery.com)



Derek Higgs  
Chairman



Geoff Swallow  
Deputy Chairman



Gwen Bridges  
Hon. Secretary

## Culverhay Interviews

### Caroline Pearmain



This is the second of my interviews with members of the staff, so that we may know them all a little better. My first volunteer was Katharine Austin. My second is Caroline, the Practice Manager.

Under the two Partners, all 19 staff report administratively to Caroline. (Clinically, reporting is through clinical leads, since Caroline is not a clinician.) I asked her to tell me briefly the main parts of her job. She told me that they are Finance; Human Resources (i.e. Personnel matters); Managing the building; External Contracts with a whole range of NHS and other agencies (including the 4 Care Homes where the Practice provides GP services); Health and Safety; IT; and Patient Liaison. As an NHS General Practice looking after 6,200 patients, this is a substantial business, in which the books must be made to balance.

Caroline has been working in the NHS ever since she graduated from university in 1993. She is Thornbury born and bred. Her first job as an NHS Graduate Trainee was with the FHSA (the then responsible body for GP Services) in Bristol. It was not an exciting job, analysing prescription scrips, but it was there that she heard about GP Practice Management and decided she'd like to try it. She got an Assistant Practice Management job in a large GP Practice in Kingswood; while there, she studied for and got a Diploma in this field (AMSPAR) at Bath College.

She was promoted to Practice Manager at Kingswood, Bristol and did 10 years there, much enjoying it, but in 2004 decided to move to an Assistant job at Patchway, part-time.

By then she was married with 2 young sons, and her family needed her. She worked there for 9 years, until 2013, when her children (3 by then) required less of her time and energy, and she came to us.

I scarcely needed to ask her whether she likes the job. She obviously does. She has had a big part to play in the current building programme, including securing two thirds of the funding for it from an NHS Improvement grant. The project is nearing completion and within budget.

Caroline confesses to being an organizer and a perfectionist, and I absolutely believe her. I would add that in a world where Practice Managers are often unpopular and insecure, we are extraordinarily lucky to have one so competent and likeable.

Looking ahead, she thinks there is scope to increase the Practice size a bit, in terms of patient numbers. She

thinks that less of her own time will be needed for internal management and more of it should be spent looking outwards to external opportunities for the Practice and to developing patient liaison, including the PPG.



**Robert Maxwell**

## Improved Access Clinics

Improved access clinics are provided to help people who need same day appointments. There is an Improved Access clinic in every area of Gloucestershire. Your nearest clinic is at the Vale Hospital or at either of the surgeries in Wotton-under-Edge but you can go to whichever clinic is most convenient for you. The Culverhay surgery has improved access clinics available on Monday evenings and the Chipping surgery has availability on Thursday evenings. The clinics are staffed by experienced local GPs. Other clinics are open during the week, including Saturdays.

## Staff Changes

The Culverhay has seen a few changes in staff recently and will be sorry to see Dr Sophie Russell

and Dr Katharina Nehrig leave this summer though we will be pleased to welcome back Dr Grace Thompson from maternity leave and Dr Diarmuid White who will be working as a locum from August. We would also like to welcome Megan Wren and Carly Gabb who have recently joined the Culverhay reception team.

## Wednesday Opening

We are pleased to announce that we are now open on Wednesday afternoons until 6:30 p.m. and have extra GP and nurses' appointments available.

## Building Work Update

We are also pleased to announce that apart from a few minor tweaks the building work at the surgery has been completed and would like to thank all our patients for their patience and co-operation through what has been a very successful make over for the Culverhay Surgery.

## Accountable GP



Your named, accountable GP is responsible for your overall care at the practice. If you wish to be told the name of your named, accountable GP, please ask the receptionists when you are next in the surgery.

**Please note: there is no need to telephone the practice for this information.**

Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request. Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

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The dispensary is open Monday to Friday between 09:00 - 13:00 and 15:00 - 18:00