



# Shannon Court Surgery

(formerly Kings Road Surgery)

## NEWSLETTER

Spring 2018

*Produced by the Patient Participation Group*

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### Welcome to Shannon Court Surgery

It's exciting to have finally made the move to our new premises, which we hope you like. This project has been a team effort, with strong support from the NHS, the design team at Brown and Lee and APEX the main contractors. Everyone in the practice – and our fantastic Patient Participation Group – has also made a huge contribution. Thanks to everyone who has helped make Shannon Court Surgery a reality.

As a result of the move, we have been able to extend the range of services we offer. We now have two Nurse Practitioners (Carol and Judy) and both our Practice Nurse (Sammi) and Health Care Assistant (Sophie) are extending their roles. We are pleased to welcome Dr Peter Gough and Dr Louisa Wilkings who have both joined recently and are looking to recruit more GPs in the near future.

Moving house is never easy and moving a surgery is no different. We know there are a few teething problems but we are working through them. Parking was a nightmare at Kings Road and we know the situation now is not perfect. Sandy Town Council are however designating some disabled spaces and its worth remembering that there is parking on the other side of High Street as well as in the main Town Car Park.

The PPG have produced this newsletter to help you get the most out of the practice. If you'd like to find out more, or contribute to the group, do ask. They are critical friends who are helping us improve the service that we offer.

Jonathan Graffy, Lead GP

I am interested in learning more about the Patient Participation Group (PPG) and possibly joining. How to find out more ....

Phone, email or call in at the Surgery and ask at Reception

Post or hand in this tear-off slip

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone (landline): \_\_\_\_\_ Mobile: \_\_\_\_\_

## **New Members of the Team - Judy Ward – Nurse Practitioner and Dr. Peter Gough**

### **Judy Ward – Nurse Practitioner**

I started my nursing training many years ago at Guys Hospital in London. I worked and trained there for 5 years before going to New York where I stayed for 14 years. I worked in Emergency Room in Manhattan for those years. The hospital was based on the edge of Harlem and was exciting and scary at times. I learnt a huge amount there. I moved back to England about 18 years ago now, originally working in A&E at Hinchbrook Hospital. I then moved to a GP surgery in St. Ives as a practice nurse for just over 3 years. Approximately 7 years ago I went to work in St. Neots as a nurse practitioner where I also started looking after diabetic and asthma patients. I felt it was time for a change and was very pleased to be offered a position here.

I have 3 children, a couple of dogs and some cats and when I have any spare time, I love to garden and take the dogs for walks, meeting with friends and going to the cinema.

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### **Peter Gough – General Practitioner**



Hello. My name is Peter Gough and, as the new boy in Shannon Court Surgery, the Patient Participation Group has asked me to tell you a little about myself.

I am proud to be an old-fashioned GP and have been a Family Doctor in the NHS for 34 years, 29 of those working in the Barley Practice, just south of Cambridge. As a qualified medical teacher, I have been actively involved in teaching medical students and junior doctors and have also helped to deliver leadership courses to those with responsibility, both medical and non-medical in London, Bristol and Cambridge.

In 2000, I founded the charity Khandel light and since then have worked with communities in Rajasthan, India addressing issues of migration, health, education and the lack of opportunities for girls and women.

Two years ago, I joined Doctors of the World (Médecins du Monde) as a volunteer GP and regularly work in their clinics in East London serving undocumented migrants, refugees and the homeless. Many of the people we see in these clinics have suffered from psychological and physical trauma, even torture. To enable me to improve my knowledge and skills in dealing with these challenges I recently took sabbatical leave and went back to university in London to study Psychotherapy and Counselling.

One of my interests over the last 25 years has been to improve communication and integration between Primary Care (GP practices) and Secondary Care (hospitals) and for 15 years I chaired the Addenbrooke's Hospital GP Liaison Group in Cambridge and was also on the board of Trustees of the Addenbrooke's Charitable Trust (ACT) for 10 years. I have continued my involvement with Addenbrooke's Hospital as Chairman of Tom's Trust, a charity which provides Clinical Psychologists to support children with brain tumours.

I am married to Bridget who is a nurse and a volunteer for The Samaritans. We have four sons, three daughters-in-law, two grandchildren and one grandchild on the way. With their help, I run most days of the week and playing the trombone (recently dusted off after 40 years in the box!) I keep sane (most of the time!).

## Meet the Team

**Dr. Jonathan Graffy – Lead GP**

**Dr. Brid Bourke )**

**Dr. Caroline Reeves ) Salaried GPs**

**Dr. Nadia Hussain )**

**Dr. Peter Gough ) Locum GPs**

**Dr. Louisa Wilkings )**

**Alison Parry – Practice Manager**

**Carol Clapham – Advanced Nurse Practitioner** – Chronic disease reviews for Asthma, COPD, Diabetes, Hypertension and Heart disease/Minor illness/Contraception including fitting and removal of implants.

**Samantha Croft – Practice Nurse** — Chronic disease reviews for Asthma, Hypertension and heart disease/ Blood pressure checks / B12 vaccinations / Blood tests / Child Immunisations / Depo Provera review / Diabetic pre checks / Dressings / Ear syringe/ ECG's / Flu/ Men ACWY vaccinations / Minor injury assessment / New patient checks / Pill checks – routine review / Smears / Stitch removal / Swabs / Tetanus vaccinations (revaxis) / Urine dips / Whooping cough (adults) / Zoladex implants.

**Judy Ward – Nurse Practitioner** – Minor illness which includes: Urinary tract infections / Sore throats / Coughs/ Colds / Tonsillitis / Nose bleeds / Ear ache/ Ear infections / Conjunctivitis / Minor cuts and Abrasions / Slips/trips/falls / Minor burns / Rashes / Sinusitis / Chest infections / Exacerbation of asthma/COPD / Mild abdominal pain / Pill checks / Contraception / Coil checks / Coil removals

**Sophie Tester – Healthcare Assistant** – Blood tests / Blood pressure checks / ECG / Ear syringe / Health checks / Smoking cessation / Adult flu vaccinations / Wound dressings / Urine dips / Minor procedures assistant and new patient checks

**Annette Weatherill – Phlebotomist (Bloods)**

### Receptionists:-

**Jacqui King** – Lead Reception

**Denise Green**

**Sarah Perry**

**Janet Barrett**

**Barbara Thatcher**

### Dispensers:-

**Wendy Fenemore** – Dispensary/Medicines Manager

**Julie Fry** – Administrator (reports / recalls)

**Tonia Gentle**

**Josie Lake**

### Secretaries/Admin staff:-

**Jenny Ball** – Referrals / Baby registration / Rotas

**Irene Hare** – Referrals / Reports

**Kerry Shiell** – Medical record deductions / scanning  
ordering stationery/products

**Danielle Hetherington** – Summariser / Baby Imms  
Letters / Recalls – chronic diseases

**Jade Fenemore** – Receptionist – Various office  
duties

# MAKING THE MOST OF YOUR GP APPOINTMENT

*(Based on article from 'Healthwatch', the independent consumer champion of health and care)*

## 1. MAKING YOUR APPOINTMENT

Decide: is it important that you are seen quickly or would you rather wait for an appointment with a particular GP? If you have a long-term condition would you benefit from seeing a GP who knows your history?

If you have a number of issues that you would like to discuss, ask whether it is possible to book a double appointment to give you more time to talk them through. Please only do this if it's essential because we have limited slots to offer.

In many cases a practice nurse / nurse practitioner could help you, so consider this as an alternative. If you are not sure, ask the receptionist.

If you know the doctor won't need to examine you, sometimes a telephone consultation works well.

If you only need to check for test results, please phone reception first – unless the doctor or nurse practitioner asked you to book a face-to-face appointment.

## 2. BEFORE YOUR APPOINTMENT

Before you see your GP, be clear in your own mind what you want to say. Make a note of your symptoms, worries and any questions you would like to ask.

## 3. AT YOUR APPOINTMENT

If you feel your situation needs it, take someone for support who can help you explain or understand.

Make sure you tell the doctor the important things first and try to get to the point. Do not feel you have to justify being there nor should you leave your main concern to the end.

Make sure you fully understand the next steps before you leave the surgery. If you don't understand, then do ask your GP to go through the plan again.

If you're not happy, you can ask to see another GP in the practice.