



Evergreen Oak & Creekmoor

Surgeries

Newsletter

Summer 2021

Teaching and Training

Evergreen Oak is a training practice. Our trainees are fully qualified with at least 3 years of hospital experience and have chosen general practice as a career.

They are usually attached to the surgery for 4, 6 or 12 months. They provide care of the same standard as that given by other doctors in the practice and will refer to a Partner GP if necessary. We also have F2 (Foundation) doctors at the practice who are qualified doctors gaining experience in general practice after qualifying. They are supervised by one of the Partners.

Welcome

We would like to give a warm welcome to our new F2 Dr Jack West, our new ST3 Dr Hiba Hashim and Nurse Kathy Dare who will be covering Nurse Charlene whilst she is doing her nurse training.



Due to the current pandemic, whilst the surgery remains open, the surgery doors are closed. This is to control the number of staff and patients in the building. Our doctors are providing phone and video consultations and both nurses and GPs are seeing patients for urgent appointments. For any enquiries please contact the surgery on 01202 747496.

Alternatively use SystemOnline, NHS. For any enquiries out of hours, use the 111 service.

NHS App

The new NHS App provides a simple and secure way for patients to access a range of NHS services on their smartphone or device. Patients at all practices are now able to download the NHS App where they can book appointments, request prescriptions and view medical records.



NHS 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation. When you call 111, an advisor will ask you some questions to help assess your symptoms. Once they have done this they will offer you advice or direct you to the best service for you in the local area.

when it's less urgent than 999

Telephone

01202 747496

Email

evergreen.oak@nhs.net

GP Partners

Dr Simon Watkins

BM 1993(Soton) DRCOG

Dr Thwe Oo

MB BS 1988 (Burma DMRT

DFFP)

Dr Susie Vaughton

MB BS 2003 (London) Bsc

MCRP DRCOG

Salaried GP's

Dr Nicola Prys-Jones

BM (2004) MRCGP(2009) DCH
DRCOG

Dr Kyle Gallimore

BMBS (Peninsula)2014
MRCGP 2019

Dr Asmita Maharaj

MBChB (2002), MRCP (2008),
MRCGP (2012), DFSRH

Practice Manager

Caroline Baggott

Practice Nursing Team

Tracy Nelms

Caroline Davies

Charlene Elford

Ann Pearce

Admin Team

Tracey — Ops Manager

Leanne — Quality Assurance

Gail — Reception Supervisor

Kate Mandy

Kayleigh Maureen

Kitty



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Change to Our Telephone Triage System

We would like to thank all our patients for your on-going support during these challenging times. So we can manage the demand on the surgery, the decision has been made to reintroduce our urgent telephone triage system.

Please call the surgery between 8.30am and 9.30am to speak to a GP if you have an urgent issue. You will be placed in a queue to speak to a GP, Please do not exit the call during this time or you will lose your place in the queue. To enable us to deal with your issue efficiently, please telephone after 10am if your request is not of an urgent nature.

Please be aware our staff are requested to ask the nature of your call to enable them to direct you to the most appropriate member of staff.

Urgent calls only— for patients with an acute/urgent medical need to speak with the GP. If your call is non-urgent and you call during this time, you will be asked to call at a more appropriate time or offered a routine call from a GP, at the nearest routine call appointment available. Please be mindful when calling at this time as the phone lines may be busy, but we will have staff on hand to answer promptly.

Courtesy to Surgery Staff

Becoming angry or impatient with surgery staff either in the surgery or on the telephone is unacceptable. Please show our staff respect at all times as we are here to help you.



Help & Care has been working across South-Central England for over 30 years, promoting dignity and independence for all people, particularly people living with a long-term health condition, carers and those who are isolated and/or housebound. What makes us different is our person-centred approach. We understand that each individual has different needs, so we work closely with people to understand what really matters for them and to help them lead independent and fulfilling lives, for as long as possible. Based in Bournemouth, we offer services across South-Central England.

Evergreen Oak Surgery would like to introduce Elaine Luck, our new Social Prescriber and Lindsey Rodgers, our new Self Management Coach. They typically deal with most non-clinical related issues, such as housing, social and care related problems and are a fantastic service offering support and advice. They both work from the Surgery on Fridays and are accessible via appointment / telephone appointment which can be booked by a member of the reception team

We can help you!

Important Information regarding YOUR Prescriptions

Since the 4th February 2020 paper prescriptions have now been phased out. In order to receive your medication you are required to nominate a pharmacy. Please speak to reception staff for more information. Please note, to ensure accuracy and prevent mistakes occurring. We do not accept telephone requests for repeat medication.