

# Lyngford Park Surgery Newsletter

## A letter from the Chair of our Patient Group

If you've walked past the surgery recently, you might be excused for wondering if anything is going on inside, because it looks so quiet. But inside, staff are working hard to provide services to patients. So here is an update:

Most patient consultations are being carried out by phone or online, but about 25% are taking place in the Surgery – with all the necessary safety precautions.

The Surgery has recently appointed two new staff, a new GP and an apprentice administrator. Also, because Lyngford Park Surgery is now part of the local Tone Valley Primary Care Network, (which include Lyngford Park Surgery, Creech Medical Centre, North Curry Medical Centre, Warwick House Medical Centre and Taunton Vale Healthcare), there are some other additional staff, such as a Musculoskeletal Practitioner (joints and muscles), Mental Health Support Worker, a Care Home Lead, a Complex Care Nurse (for patients who are particularly vulnerable), and another Clinical Pharmacist – they are shared between the five Surgeries in this Network, but spend time at Lyngford Park Surgery.

Shortage of space at the Surgery has been a problem for some time, especially now that social distancing is so important. Building work on the new extension to the Surgery building will at last go ahead in March, and will last for most of the rest of the year. We are looking forward to completion of the new extension towards the end of 2021/beginning of 2022.

Staff have been working hard to catch up with the backlog in clinical work that had built up during the spring of 2020. The surgery has now cleared quite a lot of the backlog, but the recent increase in local Covid-19 is proving to be very demanding and puts lots of pressure on the staff at the surgery. HOWEVER, the important message is still, if you feel seriously unwell and need to see a doctor, it is important not to delay getting in touch by phone.

Many patients are wondering about the Covid-19 vaccine. The local vaccination programme has already started in one of the Tone Valley Primary Care Network practices, although it's not taking place at Lyngford Park Surgery at the moment. Patients are being contacted by telephone with the offer of an appointment for vaccination according to the pri-

ority list, and it will take time to work through this list. Please do not ring the surgery to ask about the Covid-19 vaccine, you will be contacted when it is your turn on the list. Extra calls to the surgery about the vaccines block calls from patients needing immediate care.

Do make sure to take the vaccine when it's offered: it's for your safety and for the safety of everyone else. And don't forget to wear a face covering when you attend.

The surgery website is regularly updated with information about local support during the Covid-19 pandemic.

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Are you interested in contributing your views to your local surgery? Join the Patients' Group or find out more by contacting the Chair at [lyngford-parkpatientgroup@gmail.com](mailto:lyngford-parkpatientgroup@gmail.com). The group meets for a couple of hours four times a year – at the moment by Zoom.

Wishing your well for 2021.

**Sigurd Reimers**  
Chair of Lyngford Park  
Surgery Patient Group

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Spring 2021

- New Practice Boundary
- New ways to contact you by text and email
- Lyngford Park Surgery welcomes new staff
- Approval for an extension to the surgery

# New Practice Boundary

Our original practice boundary covered a very wide area and as our practice list size has grown, we have realised that to provide home visits for patients on the very edge of our boundaries could take a GP out of the surgery for some considerable time and could mean a long delay in getting to patients who live a long way away from the practice.

Earlier in the year, we made an application to Somerset CCG to change our rectangular practice area to a circular area, with Lyngford Park Surgery in the centre of the circle. The vast majority of our patients live within this circle.

In December, this application was approved and from 1 February 2021 the new practice boundary area will become effective. This will only affect new registrations to the surgery, not patients who are already registered or their families.

Full details and FAQs are on our website. We are pleased that this will now enable us to provide a safer service for our patients, by reducing the time to travel to home visits and the time a GP is out of the surgery and therefore not available to patients in the surgery during that time.

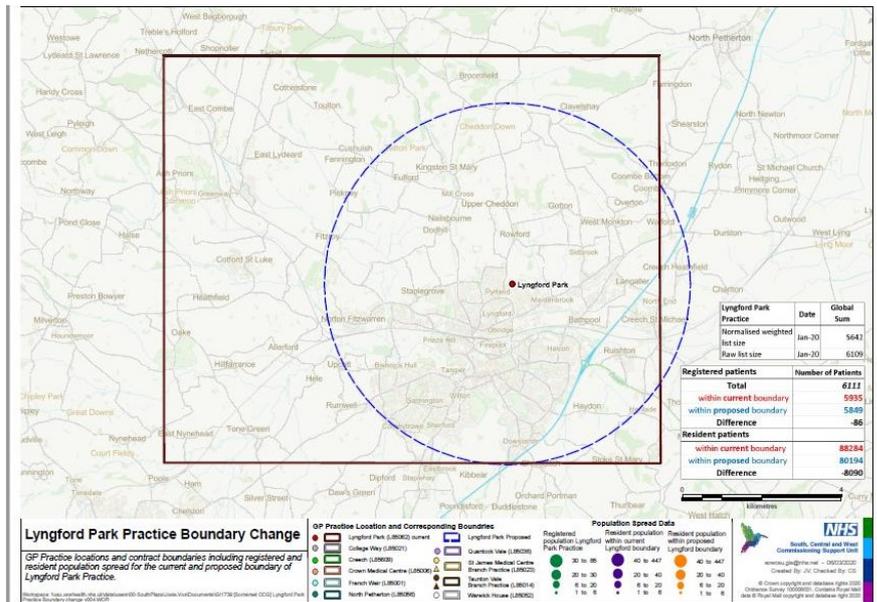


Diagram showing previous (rectangular) practice area and new (circular) practice boundary.

# New ways to contact you by text and email

Our surgery now has two types of text messaging services to contact you by text to for example remind you of your appointments, to let you know if your appointment needs to be rearranged or to inform you about services, such as flu clinics, that may be available to you.

We would also like to be able to email you to let you know about new and recurring services and to ask for your feedback about our services.

**Please make sure that we have your correct mobile phone number and email address to contact you. Please ask reception for a consent form so that you can be added to our texting/emailing list. You can send in your consent by email.**



## New staff at Lyngford Park Surgery

We are very pleased to welcome Dr Newell Price to our surgery, who joined our team in November 2020.

Many of our patients will already have had an opportunity to meet Dr Newell Price.

We are also very pleased to welcome a further four members of staff to our team:

Funmi Lampejo is our new PCN Clinical Pharmacist, Sam Smith, our new Practice Secretary, Heulwen Thornton-Grimes, our new PCN Complex Care Nurse and Lizzie Horsey, our new Apprentice Data Administrator.

Chelcie Hampson is now our Administration Manager for the surgery.

We wish all our new staff well in their new roles.

## Approval for our extension to the surgery

We are delighted to have received approval for our building extension to the surgery. This is a much needed extension to provide space for our growing team of staff and to provide care for our patients into the future.

Work is expected to start in late March/early April 2021 and take approximately 10 months to complete.

We aim to keep any disruption to a minimum and the building work has been designed to enable us to continue to provide our services to patients throughout the process.

The new extension includes a further treatment room, 3 further consulting rooms and additional administrative space. There will also be 2 additional car parking spaces and a dedicated ambulance bay, should an ambulance be required for any of our patients.



Illustration of existing and new elevations for the surgery extension.

Appointments: 01823 333355  
Health visitor: 01823 253462  
Hospital Transport: 01278 727444  
Out of hours: 111

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Taunton  
TA2 8SQ

Website: [www.lyngford.co.uk](http://www.lyngford.co.uk)  
[somccg.enquiries.lyngfordpark@nhs.net](mailto:somccg.enquiries.lyngfordpark@nhs.net)



## Repeat Prescriptions

You can request a repeat prescription online (for prescriptions and booking appointments), by sending us a letter or posting us a note or through your local chemist (if they offer this service).

During the pandemic only, we can take repeat prescription requests over the phone if you are unable to make your request online. **Please do not come into the surgery for prescription requests.**

**We strongly encourage our patients to order repeat prescriptions online. Please speak to one of our reception team for more details. Please allow 48 hours for your repeat prescription.**

We are upgrading to the next phase of the Electronic Prescription Service (EPS) which will mean that almost all our prescriptions will be processed electronically. Electronic prescriptions help save the NHS money. For more information, please visit: <https://digital.nhs.uk/services/electronic-prescription-service/phase-4>.

## Lyngford Patient's Group

Every GP surgery has a Patient Participation Group (PPG), ours is called the Lyngford Patient's Group.

Membership is made up of patients, who volunteer to become involved, surgery staff and doctors.

The reason for this patient group is to talk about subjects such as:

- How this surgery looks after its patients;
- To discuss how to truly reflect what type of service patients want and need;
- How changes in the NHS could affect you;
- How the surgery could improve the health of the Priorswood community.

Our patients' group also has a Virtual Group for those members who are unable to attend meetings or wish to be involved via IT.

The Lyngford Team would be delighted to get support, ideas and suggestions from its patients and you would be very welcome to come to one of our meetings. There will be no commitment but you will be able to find out what being a member of the Lyngford Patients' Group is all about.

For more information, please contact Sigurd Reimers, Chair of the group by emailing him at:



[lyngfordparkpatientgroup@gmail.com](mailto:lyngfordparkpatientgroup@gmail.com)