#### **Our Clinical Team at Mundesley Medical Centre**

#### **Physician Associate**

## David Tallentire, Christopher Barker & William Tench

With a Post-Graduate Clinical Assessment Qualification, PA's are trained to work within a GP surgery to assess and manage acute and long-term conditions. They also have the ability to arrange prescriptions and referrals.

This new clinical role is a great addition to the practice and we look forward to developing further, with the help of Dr Maggio.

#### **Healthcare Assistant**

#### Ela Dushku & Daisy Mostyn

Assist the clinical team with duties such as dressings, phlebotomy, blood pressure monitoring and some injections. Other members of staff have been trained to carry out clinical duties in emergencies.

#### **Phlebotomist**

#### **Carole Piesse**

Specialist clinician in taking blood samples and Warfarin monitoring.

#### **Pharmacy Technician**

#### **Victoria Thomas**

Specialises in medication optimisation, supporting Dr Maggio with reviews, advising on alternative medication for out of stock items, and trying to cut over issuing of medication. She is currently on a Primary Care Pharmacy Technician course, which is centred around personalised care and utilising this within the practice.

#### **Nurse Practitioner**

#### Iain Swetman, Carol Manson & Laura Forster

Experienced Registered Nurses who have undertaken extensive education and training. These clinicians hold prescribing qualifications and are responsible for managing patients with long term conditions. They can also assess and treat patients with acute medical problems.

#### **Practice Nurse**

#### Ellen Walker

An experienced Registered Nurse with specialist skills in primary care such as cervical screening and immunisations.

# Health and Wellbeing Coach Kimberley Goodwin

Is a specially trained clinician who can help patients improve their lifestyle. She also conducts Health Care Assistant duties as part of a holistic approach to patients. This new clinical role is another great addition to the practice which we are developing.

# Mind Recovery Worker Penny Day

Penny is able to support patients presenting with a low complexity mental health condition for the first time. She offers non-urgent support by working with patients to identify their needs and creating a recovery plan.

Penny cannot prescribe medications. Physician Associate's will assess patients that require medication.

# **About your care**



# An update on the way we deliver your care

**July 2023** 

**Mundesley Medical Centre** 

# Why are we making these changes?

Nationally there is a shortage of GPs and whilst we love Norfolk, many new doctors either do not want to be GPs or do not wish to work in Norfolk/Mundesley.

When Dr Kemp and Dr Dixon sadly announced they were leaving for personal reasons, we advertised for a GP to join the practice.

As of yet, no suitable GP has been appointed.

### What has changed?

Dr Maggio's role is changing to a GP consultant at Mundesley Medical Centre. He will be avaliable to clinicians as required for specialist advice.

This means that Dr Maggio will not routinely see patients, except some complex medication reviews and other specialist appointments.

Our team of Senior Clinicians have the ability to assess, diagnose, arrange prescriptions and refer/ signpost patients.

In recent years we have introduced many new roles into the clinical team to manage our increasing work load.

See back of leaflet for the details of each clinician and their role within the practice.

At Mundesley Medical Centre our clinical and administrative teams work together to ensure that a high level of patient care is delivered.

#### We follow this mission statement:

Modern: Ensure we use up to date practices and are forward thinking

<u>Unique</u>: Do it our way, that is right for our patients, staff and practice

<u>N</u>ever give up: Do not let challenges defeat us

**Develop:** the business with new ideas and collaboration with other organisations and staff through learning and opportunities

**Environment:** Clean and pleasant whilst considering our part in the wider world (reduce, reuse, recycle)

**<u>S</u>ustainable:** Making the business profitable and planning for the future

**Learning:** All mistakes are a learning opportunity

**Empathy:** Treat patients and colleagues with kindness and consideration

**You:** Care is about the individual, employee or colleague