

# PATIENT SPRING NEWSLETTER



## Practice Staff News

We would like to welcome our new GP Dr Catherine Carnegie BM, MRCGP, DRCOG, MRCGP Dr Carnegie qualified from The University of Southampton in 2010 and went on to work in Dorset as well as New Zealand before changing from hospital medicine to GP training. She qualified as a GP and started work at Birchwood Medical Centre in 2022. She enjoys all aspects of GP but particularly general medicine and women's health. Outside of work she is kept busy with 2 young children but loves to squeeze in any outdoor activities, especially being out on the harbour in any form she can find - swimming, sailing, paddle boarding, wakeboarding!



*We also would like to welcome Dr Claire Lavender to the surgery who will be covering maternity leave for Dr Dalton*

*We are pleased to announce that Dr Dalton has welcomed a new baby. Girl*



## NEW JOB ROLES

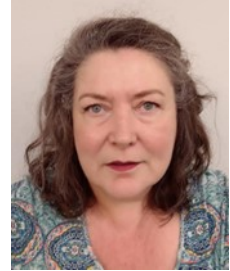
We have had a little staff restructure and Tracy Tocock previously our Reception Manager has now taken on the role of IT & Operations Manager and Natalie Booth previously our PCN Care Co-ordinator is now our Reception Manager

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## Primary Care Network

Health Coach - Rebekah McManus

Rebekah`s role is for anyone needing support to feel more confident in managing their health. Social Isolation and loneliness, Pain and Mobility, Anxiety and Depression, Bereavement, and support with getting back to work.



Please contact Reception to book an appointment.

## CURRENT NEWS AND INFORMATION

Although national restrictions are being relaxed and you can now choose between e-consult, telephone and face to face appointments with our doctors, nurses and other clinical staff, we do ask that you continue to wear face masks

Also please do not attend the surgery if you have possible symptoms of coronavirus or have tested positive in the last 7 days. In these circumstances, book a telephone appointment and if needed we will arrange for you to be seen in a setting that minimises risk to our vulnerable patients.

### Appointments

In the last 3 months we have had 14,113 appointments and 367 Non Attenders

Please let the Practice know

if you no longer need your

appointment or need to cancel someone else can use it.

Thank you

### Telephone calls received

We are experiencing a high volume of calls and in the last 3 months we have answered the following amount of calls

**Birchwood: 37,525**

**Oakdale: 13,101**

We appreciate your patience and understanding.



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