



Ranworth Medical Group

October 2021 *issue 01*



Caradoc *times*

Welcome to the Caradoc *times*

This is the first edition of your new information newsletter.

We will be sharing all our current and future plans with you and we hope you will find this interesting and informative.

It has been two years since we were first asked to take over the management of Caradoc, on an emergency basis. A great deal has happened during those two years, including the fact that the full management contract has been awarded to us, the Ranworth Medical Group.

RANWORTH MEDICAL GROUP

RANWORTH SURGERY

CARADOC SURGERY

GREEN ELMS HEALTH CARE

KENNEDY WAY MEDICAL CENTRE



Ranworth Medical Group

Telephone Triage



We have been running this system for some time now and we hope you are finding it a positive experience. We do appreciate that the phone lines can become terribly busy during the **peak times of between 8am-10am**; therefore, we have an additional member of the reception team helping answer calls during these times.

To avoid calling between 8am -10am, you could **sign up for online services** which would enable you to book yourself directly onto the triage list from your computer, mobile phone, or tablet. If you wish to do this, please contact the surgery to find out how.

Ranworth Medical Group

The Ranworth Medical Group has been selected as the chosen provider by North East Essex Clinical Commissioning (NEEC-CG) Group to provide Primary Care Services to the patients of the 4 GP surgeries, previously managed by Anglian Community Enterprise (ACE). The Group now comprises of the Ranworth Surgery, Caradoc Surgery (Frinton), Green Elms Health Centre and the newly opened Kennedy Way Medical Centre (The Epping Close and Frinton Road surgeries have now merged).

IN THIS ISSUE... WELCOME... TELEPHONE TRIAGE INFORMATION... ABOUT THE GROUP... STATS... AND STAFF

Some statistics for the year Sept' 2020 - Sept' 2021

In September 2020, there were 7,380 Caradoc patients, in 2021 the figure rose to 7,560

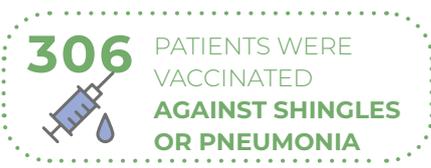
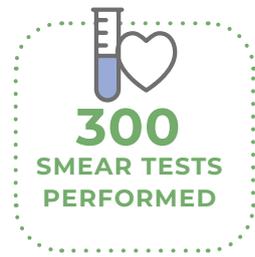


During the year our team have handled:



More of our patients are now able to see Clinicians face to face again!
In September 2021, 500 more patients had a face to face appointment compared to September 2020.

2,785 Referrals



Caradoc Staff



Doctors

- Dr Saima Qurban** (Female)
- Dr Farrukh Shamshad** (Male)
- Dr Ash Tyagi** (Male)
- Dr Paola Rodriguez** (Female)
- Dr Alison Cooke** (Female)
- Dr Lina Pacesuiniene** (Female)
- Dr Max Hickman** (Male)



Nurse Practitioners

Working directly with patients, NPs can diagnose and manage most common and many chronic illnesses. They are authorized to perform physical examinations, order, and interpret diagnostic tests, provide counselling and education, and write prescriptions.

Lorraine Smith

Lorraine is one of our Nurse Practitioners and she joined Ranworth in 2016. Lorraine has been qualified for 21 years. Lorraine runs COPD and Diabetes clinics. Lorraine also does some minor illness and helps with open surgery.

Suzanne Taylor

Suzanne has recently joined us in September as a digital nurse practitioner. Working from home she provides triage and clinical support to the surgery. Suzanne has 18 years experience in the NHS.

Physician Associates

David Orton

Physician associate are relatively new to General Practice. Their training usually lasts two years, with students studying for 46-48 weeks each year and involves many aspects of an undergraduate or postgraduate medical degree. The training focuses principally on general adult medicine in hospital and general practice, rather than specialty care. They are fully trained and competent in:

- taking medical histories from patients
- performing physical examinations
- diagnosing illnesses
- seeing patients with long-term chronic conditions
- performing diagnostic and therapeutic procedures
- analyzing test results
- developing management plans
- provide health promotion and disease prevention advice for patients

Jill Walker

Jill has been with Caradoc surgery for 19 years. Jill specialises in chronic heart disease and Asthma.

Natasha Porter

Natasha joined Ranworth surgery back in 2015, as a junior practice nurse. Prior to this Natasha worked as a staff Nurse on a Rehabilitation ward. Since joining us Natasha has worked her way up and was promoted to Nurse Manager in 2016. Natasha manages the Nursing team and runs general nurse clinics and can see patients for Travel consultations, Family Planning, Ear Irrigation, Dressings and much more.

Samantha Forrest

Sam is our newest member of the nursing team, joining Ranworth in February 2020 and recently providing support at Caradoc surgery. Sam is an experienced Practice Nurse and can see patients for all aspects of General Nursing.

Di Bishop

Diabetes Nurse Specialist. Joined Caradoc surgery in July 2020 and has 4 years experience within diabetes.

Nurses

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

Rebecca French

Rebecca joined Caradoc in May 2020 and has 23 practise nurse experience. Rebecca sees patients for smears, dressings, INR check and much more.





Healthcare Assistants

Healthcare Assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement, ECG, dressings and new patient checks. They may act as a chaperone when a patient or doctor requests one.

Sarah Ringland

Sarah joined the Caradoc surgery in Oct 2007 and has 14 years experience.

Stephanie Anderson

Stephanie joined Caradoc surgery in Dec 2020 and has 23 years of NHS experience.

Louise Noble

Louise joined us in May 2020 and is our phlebotomist (blood taker). Louise has 11 years experience in the NHS.

Paramedics

Our Paramedics are responsibly for home visits to housebound patients. They also look after our care homes by providing weekly rounds to our care home patients. They also help with our triage lists where needed.

Tanya Sharman

Tanya joined Caradoc surgery in December 2019 and has 24 years' experience as a paramedic.

Sarah Tingey

Sarah joined Caradoc surgery in October and has 19 years' experience as a paramedic.

Mark Maslin

Mark has recently joined Caradoc surgery and has 20 years' experience as a paramedic. Mark provides cover when required.

Physiotherapist

Our MSK clinician can diagnose and treat patients with presenting musculoskeletal problems. They will offer advice and exercise and can refer to X-ray/Ultra-sound and can provide certain joint injections.

Isaac Christopher

Has 21 years' experience in physio, 12 of these as an advanced musculoskeletal practitioner.

Mental Health Advanced Practitioners

Mental health advisors provide treatment of acute mental health issues in primary care. Mark's specialist interests are psychotic conditions, but offer assessment and intervention to qualifying mental health conditions. Amber's specialist interest is mental health in children.

Mark Bargent

Mark is the clinical lead for mental health and has worked for secondary mental health care since 1996. Mark specialises in psychotic condition and provides support across the Ranworth group.

Clinical Pharmacist

Our clinical pharmacists complete medication reviews, process clinic letters and discharge summaries. They can offer advice on side effects and medication related queries. They are currently studying towards becoming prescribers.

Hei Shun (Heysan) Fung

Alireza (Ali) Hedayati

Aroma Azeem

Practice Management

Louise Whitfield

Louise joined Caradoc surgery in April 2009 as a receptionist. In 2015 she progressed to Audit Clerk at Caradoc and then moved to Ranworth surgery in 2018. Louise was then successful in the Developmental Practice Manager position in April 2020 followed by the Deputy Operations manager position. Louise has gone full circle and is now back with Caradoc and has recently been rewarded with the title of practice manager.

Clinic Manager

The clinic manager is responsible for the day to day running of the surgery and provides support to the reception team.

Melanie Watson

Administration

The Administration Team work closely with the Clinical team to process all things patient records, referrals, auditing and GDPR.

Anna Coe

Liam Maddox

Danielle Cross

Janet Leonard

Amy Ling

Prescription Clerks

Prescriptions clerks are here to deal with complex prescription queries and they provide assistance to our clinical pharmacists.

Val Parry

Christine Drane

Linda Gore

Reception

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries.

Janet

Anna

Caren

Jane

Linda

Lorraine

Sue

Julia

Karen