

NEWSLETTER AND CONSULTATION DOCUMENT



The Future

We are now facing a time of great change but before we inform you of the next steps, we would like to reassure those patients registered with Dr Ellis that they will remain registered with the doctors and there is no need for you to do anything in order to continue receiving care at Abbey Road and Shiphay Manor Surgeries.

The Retirement of Dr Sandy Ellis

After a long and dedicated career Dr Sandy Ellis has decided it is time to hang up his stethoscope and take his retirement. Dr John Ellis, Sandy's father, must have been very proud when, 26 years ago he was joined by his son to continue the practice started in Shiphay by Dr John in 1948. Sandy's unflagging dedication to his patients and commitment to maintaining a family based practice in the face of changing government directives and threats of medical super centres is well known to everybody. That we now measure quality and tick endless boxes to prove our worth as GP's has never been necessary for those patients who have sat in the hushed tones of Sandy's office listening to the measured tick of his clock and being treated with his infinite patience.

All the Doctors and staff left behind, join together in wishing a true Bon Voyage to Sandy who will set sail on 31st March 2010 to pursue his lifelong hobbies of sailing, photography, computing and travelling and who knows maybe an increasing amount of time with his wife and children, two of whom now live in Australia. Sandy's retirement is preceded by Julia Ellis our practice Manager on February 28th 2010. Again all the doctors and staff wish Julia well in her retirement and thank her for her dedication to the smooth running of the practice.





New Partnership/Management

The remaining doctors, Ian Morrell and Phil Braakenburg will form a new two man partnership working full time alongside Dr Carol Kuur who will continue as our part-time salaried partner. We will be appointing a new doctor to work at both surgeries in order to reflect the success of Dr Kuur's work with us.

Our dedicated team of Nurses, Val, Sue and Assistant Practitioner and Phlebotomist, Lex and Kelly are continuing with us. The frontline team of Christa, Danielle and Gill will continue at Abbey Road Surgery as will Lisa, Sarah, Helen and Ailsa at Shiphay Manor Surgery.

Sadly we will also be losing 2 key members of our staff, also on 31st March. Firstly Nurse Jennie Marles has decided it is time to swap her examination gloves for gardening gloves. Jennie's charm and warmth will be sadly missed by all of us at Shiphay. We are also sorry to be losing our Administrator at Shiphay, Bev Weaver. Our thanks are due for their endless dedication in ensuring the smooth running of Shiphay Manor. We all wish Jennie and Bev a happy retirement!

The exciting news is that we have been very fortunate in being able to appoint Mark Thomas as our new practice manager. Mark is currently the practice manager at Chelston Hall surgery and will be responsible for the management of both practices. He has considerable experience both in health related and the retail sector, and as the proud father of a son, aged 5, has a vested interest in general practice remaining family friendly. Mark also has a considerable presence in local medical affairs, chairing the Practice Managers group, working on the board of the Practice Based Commissioning consortium and also working with Devon Health in establishing the new 8-8 service at Torbay Hospital

Proposed Changes

We would also like to take the time in this newsletter to inform you of our plans for the future and invite you to let us know your thoughts on our proposal before our final commitment to those plans.

Shiphay Manor Surgery was opened in 1984 and since then the number of patients registered there has doubled. The premises are now very cramped leaving little opportunity to offer space to other healthcare workers such as midwives, counsellors and health visitors or to adequately cope with the needs of disabled people. There is no longer a bus service passing the surgery and at the same time parking outside the surgery has become steadily more difficult and will become more so with the imminent introduction of the resident controlled parking zone in Shiphay.

We have been offered the opportunity of transferring our medical service to the newly converted Chelston Hall surgery which currently houses the old Walnut Lodge Surgery and the existing Old Mill Surgery. We are proposing to start at the Chelston Hall on 1st April 2010

The benefits of this move, we hope will become clear and will provide:

- Continuing registration with the Doctor's Morrell, Braakenburg and Kuur and the new doctor.
- Free on-site and off road parking
- On-site Pharmacy
- Modern purpose built premises

- Internal lift to all floors
- Modern IT technology – touch screen appointment arrivals, prescriptions by email, text message appointment reminders.
- One stop shop – multiple rooms providing access to an increased range of dedicated health carers.
- Extended hours services alongside the doctors at Chelston Hall

Why not take a look at Chelston Hall Surgery for yourself? It is located on the corner of Rousdown and Old Mill Road and you will find the staff will give you time to look around the front reception area of the practice. For those of you on the internet, their website address is www.chelstonhall.co.uk

As a partnership and business, for the time being, we are proposing to remain separate from Chelston Hall Surgery and remain as Shiphay Manor Surgery. All of our patients will see the familiar faces of our staff at the shared reception area at Chelston Hall. It is perhaps too much to consider amalgamating the partnerships right away, but in the future, who knows...

Those patients registered with Abbey Road Surgery will not see any immediate changes, as the Doctors and Nurses will continue working from here long into the future. We regard Abbey Road Surgery as quite unique and will be looking at offering service improvements as a dedicated town centre practice in the future.

We hope that the benefits of the proposed move are clear and that the plans are clear to you. It is important for you to let us know, good or bad, positive or negative how you feel about the proposals. We would like to hear from you and you can write to either: Dr Ian Morrell, Dr Phil Braakenburg or Mark Thomas at Shiphay Manor Surgery, 37 Shiphay Lane, TQ2 7DU or by email via ian.morrell@nhs.net. We can then address all of your questions, anxieties or concerns regarding the proposals, but if you wish to do so could we please have your comments to us by 31st January 2010.



We look forward to hearing from you!