

SALV

Autumn Meeting

6th November 2024

Shere Surgery & Dispensary

"Meet the Team"





Dr Emma Watts Partner

- Joined Shere Surgery in 2007
- **Medical Interests:** Dermatology, Ultrasonography, Minor Surgery & Joint Injections
- **Shere Interests:** Medicines Management, Medical Politics, Rural Healthcare
- **Other Interests:** kayaking, swimming, running, van-lifing & coaching kids to love sport
- **Desert Island:** my dog & a pair of sunglasses
- **Room 101:** Disposable interdental brushes & uncomfortable clothing

Dr Douglas Wardrop Partner

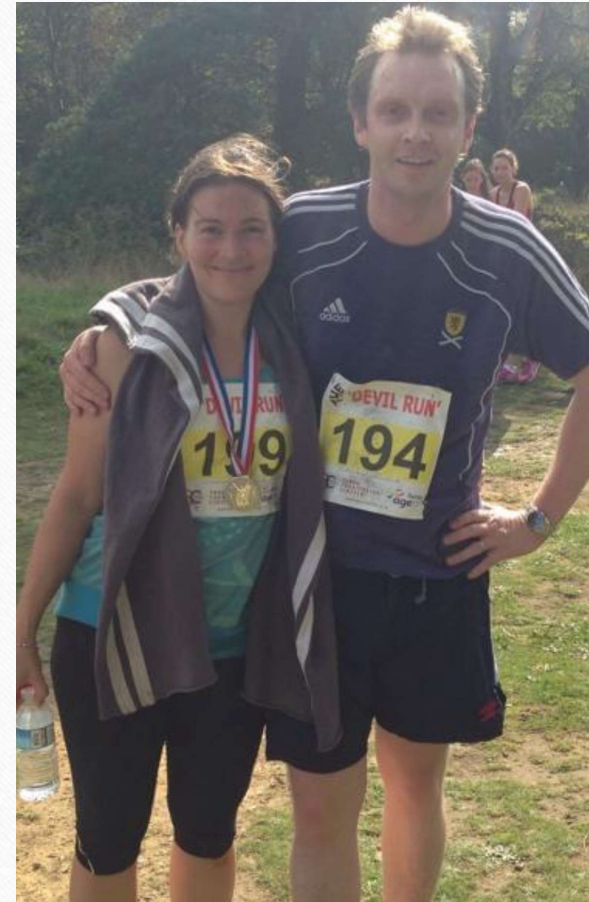
- Joined Shere Surgery in 2016

• **Medical Interests:** General Medicine, Haematology, Cardiology (ECGs), Urology, Diabetes, Dermatology, Minor Surgery

• **Shere Interests:** Training, complaints, CQC

• **Desert Island:** Beethoven LSQ

• **Room 101:** Misplaced apostrophes





Dr Marcus McEwen Partner

- Joined Shere Surgery in 2017
- **Medical Interests:** ENT, Sports medicine, Joint injections, Urology, Asthma/COPD, Palliative care
- **Shere Interests:** Clinical performance, Finance, Palliative care coordinator, PCN lead
- **Other interests:** Rugby & Cricket coaching, football, cycling, skiing
- **Desert Island:** Cricket bat
- **Room 101:** Wasps

Dr Helen Barnes
Partner
Joined Shere Surgery 2017

Medical Interests: Women's Health, Mental Health

Shere Interests: Staff Management, Community Gynae Service, Medical Education.

Other Interests: Dancing, skiing, marching bands.

Desert Island: Nespresso machine

Room 101: Horror movies



Dr Amy Bissell
Salaried GP

- Joined Shere Surgery in August 2018

- Brought up in the Surrey Hills
- **Medical interests:** ENT, Care homes, Diabetes
- **Desert Island:** Her pillow
- **Room 101:** Spiders



Dr Amy Baker

- Joined Shere Surgery in 2022

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- **Medical Interests:** Dermatology (PG Dip 2024), Paediatrics, Medical Ethics
 - **Other:** Singing, Piano playing and singing
 - **Desert Island:** Closest family and friends
"The best resource to survive"
 - **Room 101:** Snakes



Dr Alex Argent

- Joined Shere Surgery in 2024
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- **Medical Interests:** Cardiology, care home, teaching
- **Other Interests:** Golf, sailing and football – Nottingham Forest supporter!
- **Desert Island:** Fire starter kit, and a lilo
- **Room 101:** Drivers who don't say *thank you*



Dr Sophie Roberts
Joined Shere in summer
2024!

- **Medical Interests:** Care of the elderly and Paediatrics
- **Ambitions:** Climbing progressively bigger mountains hoping to own a dog
 - **Desert Island:** my Kindle
 - **Room 101:** Frankfurters



Dr Meera Patel ST3

- Joined Shere Surgery in 2022

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- **Medical Interests:** Older patients' medical problems, lifestyle medicine
 - **Desert Island:** A record player (solar-powered)
 - **Room 101:** Cars with unnecessarily loud exhausts, Oasis



Dr Elly Balme ST3

- Joined Shere Surgery in 2020

- **Medical Interests:** Frailty, Paediatrics, Women's Health, everything GP has to offer

- **Ambitions:** To be a good doctor and mum

- **Desert Island:** Her family and the hours of her children's curiosity

- **Room 101:** Single-use plastic



Dr Oliver Woolf

- Joined Shere Surgery in 2024

• **Medical Interests:** Anything and everything but likes to sit with the patient and work out together what is going on

• **Ambitions:** Either GP or Anaesthetics and hopefully in the local area

• **Desert Island:** A 7-Iron

• **Room 101:** Traffic Jams on the M25



Sarah Jackson Advanced Nurse Practitioner

- Joined Shere Surgery in 2019
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- **Medical Interests:** Minor injuries and common medical ailments
 - **Other:** Outdoor running & keeping fit, loves wildlife & animals
 - **Desert Island:** A magic wand
 - **Room 101:** Sellotape with no end



Nursing Team

- Carol, Alena and Sarah Morton are our dedicated and enthusiastic nursing team. They look after all those from our most tiny (baby immunisations) to our most frail (wound care and chronic disease checks), and everyone in between!





Charlie Wildman – Medicines Management

- Charlie was a Dispensary Technician at Boots for years. She joined us to help us with medication reviews and solving prescribing problems
- **Ambitions:** to play a game of rugby with the England team
- **Desert Island:** my best friend
- **Room 101:** jealousy/greed



Dispensary Team

- Processing 11000 items a month
- Recruitment an ongoing issue
- Newly recruited locum dispenser Samia
- The current team are highly experienced and hard working
- Still having lots of problems sourcing medication due to national stock shortages, making their job more stressful

Other clinical members at the surgery

- Dr Charlotte Knight
- First contact physio team
 - Mobile physio
 - Hearing aid clinic
 - Ben Mead
 - Sue Gotham



Zoe Ruffley Business Manager

Joined Shere Surgery in 2021

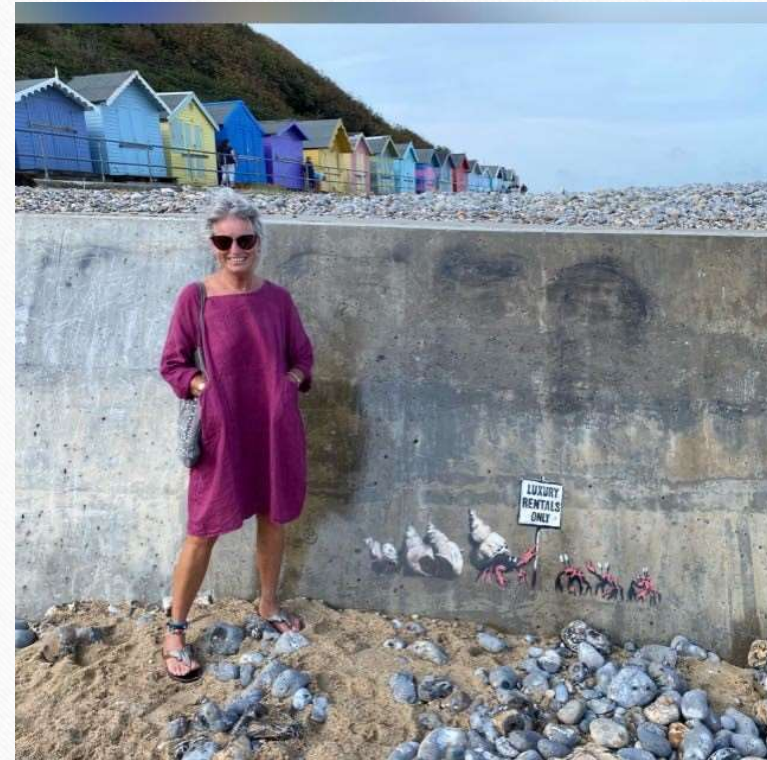
Overall responsibility for the future
development of the practice

Interests:

Service Development

Strategic Planning

Overseeing operations for the Guilford and
Waverley Community Gynaecology Service.



Lorraine Knapp Practice Manager

Joined Shere Surgery in 2023

Overall responsibility for the running of the
practice including

Human Resources

Building Maintenance

CQC

And quite recently unblocking drains!!!



Care Navigators

Sarah S (Lead Care Navigator)

Mike

Sarah

Teresa

Jacqui

Lexi

Eva

Felix

Chanel

- Meeting and Greeting Patients
- Arranging and Re-Arranging Appointments.
- AskMyGP
- Answering Telephone Queries
- Opening & Closing the Surgery Down
- Printing off Blood Forms for patients
- Liaising with patients when there are documents to collect from the surgery
- Plus much more

Admin

Claire
Sarah J
Holly
Mike
Sarah S
Teresa
Jacqui

- Secretarial
- Care Co-Ordinator
- Medical Records Movements
- Recall System
- Medicals & Insurances
- New Patients
- Scanning & EDT's

The future of General Practice- Nationally

- More than 1000 GP surgeries have closed in the UK in the last 5 years.
- Despite Government promises to increase the workforce, the number of fully trained GPs has decreased by 2000.
- Hospital waiting lists continue to impact on our services with the expectation that we will backfill hospital care whilst also doing our own job.
- Meanwhile the population continues to grow and our demand for instant access to healthcare increases.



The future of General Practice- Locally

- Despite the loss of well loved colleagues we remain a strong team
- In the National GP Satisfaction Survey we placed 4th in Guildford & Waverley CCG, 10th in Surrey and were in the top 3% in the UK with a 94% satisfaction rating
- We are still managing to recruit excellent colleagues at a time when recruitment issues are widespread
- We remain enthusiastic to improve services
- We couldn't do this without the support of our patients, and SALV.





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Thank you!

Any Questions?