



Watton Medical Practice – Update for Town Council

**Staffing**

Our current staffing levels are below:

Partners	x4	<ul style="list-style-type: none"> <li>• Tobi Amadasun (Pharmacist)</li> <li>• Sarah Rose (GP)</li> <li>• Tosin Taiwo (GP)</li> <li>• Ian Jennings (GP)</li> </ul>
Salaried GP	x1	<ul style="list-style-type: none"> <li>• Faye Mendham</li> </ul>
Allied Health Professional (AHP)	x5	<ul style="list-style-type: none"> <li>• Rob Mackie (Paramedic)</li> <li>• Mark Bilby (Paramedic)</li> <li>• Sue Martin (Nurse Practitioner)</li> <li>• Kezia Wilkinson (Physician Associate)</li> <li>• Rebecca Willies (Pharmacy Technician)</li> </ul>
Nursing Team	x9	<ul style="list-style-type: none"> <li>• Paula Clark (Lead Practice Nurse)</li> <li>• Annette Mackenzie (Practice Nurse)</li> <li>• Sue Revell (Practice Nurse)</li> <li>• Roxanne Rudd (Practice Nurse)</li> <li>• Rachel Hoskins (Trainee Nursing Associate)</li> <li>• Kelly Barnett (HCA)</li> <li>• Tamara Levin (HCA)</li> <li>• Laura Meachen (HCA)</li> <li>• Rhiannon Patrick (Care Co-Ordinator)</li> </ul>
Management Team	x4	<ul style="list-style-type: none"> <li>• Jess Gaskell (Practice Operations Manager)</li> <li>• Silvana Cassinelli (Assistant Practice Manager)</li> <li>• Aime Smith (Clinical Workforce Manager)</li> <li>• Gemma Smith (Patient Services Manager)</li> </ul>
Reception Team	x11	<ul style="list-style-type: none"> <li>• Mel Hudson (Care Navigator Lead)</li> <li>• Jasmine Bolton</li> <li>• Patrycja Brodacka</li> <li>• Adele Freeman</li> <li>• Lorraine Gregory</li> <li>• Clare Hughson</li> <li>• Grace Luxton</li> <li>• Jenny Rolfe</li> <li>• Hannah Rowland</li> </ul>



		<ul style="list-style-type: none"> <li>• Rachel Scott</li> <li>• Rebecca Wright</li> </ul>
Administration Team	x7	<ul style="list-style-type: none"> <li>• Jess Callaghan</li> <li>• Chloe Ella</li> <li>• Julie Gilding</li> <li>• Viktoriia Malimonenko</li> <li>• Richard O'Callaghan</li> <li>• Verity Pedlar</li> <li>• Charlotte Thompson-Swann</li> </ul>
Secretary Team	x2	<ul style="list-style-type: none"> <li>• Rebecca Jenkins</li> <li>• Emma Julian</li> </ul>
Medication Team	x3	<ul style="list-style-type: none"> <li>• Claire Munt</li> <li>• Flora Nundy</li> <li>• Jeanette Thatcher</li> </ul>
Cleaning Team	x3	<ul style="list-style-type: none"> <li>• Izabela Kasperczyk</li> <li>• Rhianna Hitch</li> <li>• Dannielle Walker</li> </ul>

### *Recruitment and Vacancies*

We are currently in recruitment checks for one six session Salaried GP, start date is expected to be August 2024.

We have adverts out for a Salaried GP and Clinical Pharmacist.

### *Locums*

Due to Dr Rose and Dr Mendham being on maternity leave we are still using a regular pool of locums to ensure we meet on the day demand. Dr Rose is due to return from maternity leave in June. Dr Mendham is due to return from maternity leave in September.

### **Appointments**

We offer a wide variety of appointments with different clinicians. Our aim is for patients to see the most appropriate clinician at their first contact with the practice. This may not always be a GP; it could be an AHP or directing the patient to the pharmacy for over-the-counter treatment.

Between January to March 2024, 21,952 appointments were booked at the practice. This includes: 6,983 GP appointments, 4,059 AHP appointments, 3,545 Practice Nurse appointments, 5,287 HCA appointments. Across our whole clinical team we see an average of 274 appointments per day.



During this period, we offered 3,967 on the day face to face appointments and 1,757 on the day telephone appointments. This averages at 85 on the day appointments per day. As well as this, we also offered 1,540 appointments with our Duty Doctor during this period. Our Duty Doctor appointments are predominately booked when we have reached capacity for our on the day appointments, but patients have a medical need to be seen that day. We also offer follow up appointments that can be booked in advance.

#### *Did Not Attend*

During January to March 2024, the practice had 827 patients that did not attend for their appointment, this totals 180.75 hours of missed appointments. When patients do not attend for appointments, the practice follows a policy of reviewing the patient's notes and sends them communication around missed appointments.