

Hello!

Welcome to the first TOFS blog, somewhat delayed due to the pandemic we've all been faced with, but a place where you can take 5 minutes and learn a little bit about what's happening behind the scenes...because contrary to popular belief, it's not all tea and biscuits ;)

This first blog feels like the perfect opportunity to say thank you though, and it's a rather MAHOOSIVE one to you! TOFS daily meetings trying to navigate our way through this, ensuring patient and staff protection, has been no easy task at times! However, we know the last few months have been a struggle for everyone, at different stages and for many varying reasons, which makes your patience and understanding throughout even more brilliant...so 'THANK YOU'

We are, slowly, moving toward the TOFS that is more familiar to you, (phones ringing off the hook and the back office buzzing with activity), and even though we are, understandably, working a little differently we'd like to reassure you that any permanent changes we may make going forward, we will always make with your health and wellbeing at the very forefront. In fact, as I type this, one of the most noticeable changes will have happened, the installation of a screen at the reception desk; we hope you agree this is one of the most vulnerable areas for patient/staff interaction and so an important area to keep protected for everyone, and while the surgery is still only partially open to patients we are looking to be prepared for when we are fully open again.

Now for some non-Coronavirus news, (yep, there really is such a thing!).

TOFS would like to welcome two new members to the team, Tamsin Hill and Kerry Fisher. Many of you may have spoken to Tamsin and Kerry on the phone but not actually met them so here's a little bit of blurb on them both...

Tamsin Hill joins us as an Advanced Nurse Practitioner and independent prescriber, so will be supporting Pam and the GPs with our daily triage clinic. Tamsin's background however, despite being medical, is quite different. Qualified for 9 years, Tamsin has been a cancer nurse for nearly all of them and for the last 5 years as a nurse practitioner in emergency admissions for cancer care, and also continues her work as a chemotherapy administrator, (though not at TOFS). So primary care is a big change for Tamsin, but one that the TOFS team will get behind and help with training and support.

Kerry Fisher, however, has joined our reception team and already has experience of working in a busy GP appointments office; or just over a year Kerry has worked for the Hub, and indeed still does alongside her new position at TOFS, so this hasn't been too daunting a change...and for us it's been great because, apart from some in house training, Kerry has just slotted in and it's like we've never been without her! Prior to the Hub and TOFS Kerry held the position of Administration Executive for Relate Counselling.

So that's our very warm welcome to them both but we must also say a farewell, a belated farewell! Back in March we said a reluctant goodbye to Dr Felicity Ku, who made the decision to support her husband and family and move to pastures new. Dr Ku had been with us for 18 months and was both a respected GP and very well liked member of TOFS; we all miss our little office chats and visits from baby Lawrence...our loss is most definitely Kent's gain!

Well, that's about it for this first blog, if you read to the end I thank you...I'm known to write an essay where a paragraph would suffice! The important note to take from this is that WE ARE OPEN for business. Please do keep updated with our website www.oldfirestationsurgery.co.uk, it's a great source of surgery/general information, online services, and resource for all manner of ailments...you can, of course, always phone us should you need to.

All the best, until the next blog

Taymar
(receptionist who hovers by the biscuit tin)