



# SEVERN BANK SURGERY

## SUMMER

## 2025

# PATIENT NEWSLETTER

Hello to all the patients of Severnbank Surgery!

We have decided to publish a quarterly Patient Newsletter for your information. As this is the first edition, we thought we would start by introducing your healthcare team here at the surgery.



### **GP Partner**

Dr Tristan Lench, MB ChB MRCP MRCSEd MFAEM DRCOG DCH DTM&H is a GP Partner at Severnbank Surgery.



### **GP Partner**

Dr Dure Shahid, MBBS DRCOG MRCP DIP (Diabetes) DFSRH is also a GP Partner at Severnbank Surgery.



### **Operations Manager**

Val joined the surgery as Operations Manager in May 2024, having worked in Primary Care for 19 years.



### **Finance Manager**

Emma works as Severnbank Surgery's Finance Manager. Emma has a varied background in accounting and finances and during this time has lived and worked in The Cayman Islands and Kuwait.



### **Senior Clinical Administrator/Dispenser**

Emma is our longest-serving member of the team, having joined the practice some 20 years ago. Emma has a wealth of experience of general practice and is our Senior Clinical Administrator, in addition to being a fully qualified Dispenser.



### **Pharmacy Technician/Dispensary Lead**

Elaine is our Dispensary Lead and Pharmacy Technician. Elaine brought her expertise to the role which was gained having worked for over 20 years in hospital pharmacies.



### **Dispenser**

Lydia is our newest member of the team, having joined us at the beginning of May this year. Lydia is an experienced Dispenser, having worked in both Community Pharmacies and GP practice Dispensaries.



### **Clinical Administrator & Care Co-ordinator**

Emma is our Clinical Administrator and was formerly our Medical Secretary. Emma has a background within the Finance industry.



### **Medical Secretary**

Mandy is our Medical Secretary and joined the surgery from a background in the leisure industry and office management. Mandy has an in-depth knowledge of the NHS referral system and specialities.



### **Clinical Administrator & Care Co-ordinator**

Helen is our Clinical Administrator and Care Co-ordinator. Helen is responsible for scanning and coding correspondence onto medical records and inputting the clinical rotas onto our booking system. Helen has previously been a fully qualified community nurse and Reception Manager in a GP practice.



### **Practice Nurse**

Katherine is one of our Practice Nurses and has worked in General Practice for over 10 years, having previously been a Community Nurse for 16 years and worked in hospitals. Katherine is a highly experienced nurse in all areas and specialises in Respiratory.



#### **Practice Nurse**

Maria is also one of our Practice Nurses who specialises in Diabetes, HRT and all General Practice nursing. Maria is a extremely experienced nurse, having worked in Primary Care for over 15 years.



#### **Healthcare Assistant**

Cat is our Healthcare Assistant and joined the practice from the private sector. Cat brought with her a wide range of skills.



#### **Phlebotomist/Healthcare Assistant**

Vikki joined the surgery as our Phlebotomist. Vikki is also now a trained Healthcare Assistant. Vikki has previously worked in Community Phlebotomy.



#### **Care Navigator**

Cerys is one of our Care Navigators and has a wide experience in customer service roles, both in the Civil Service and estate agencies.



#### **Care Navigator**

Sue is part of our Care Navigator team and is also trained in scanning and coding. Sue joined the practice from the Customer Service and Childcare sector.



#### **Care Navigator**

Molly is also one of our experienced Care Navigators. Molly has a career background in the Design industry.



#### **Care Navigator**

Emma is a relatively new member of our Care Navigator team, having joined us from the care industry and Special Educational sector.



#### **Care Navigator**

Claire also joined our Care Navigator Team last year after a background in Customer Service.

### **Extended Access Clinics**

Additional clinics are held throughout the Forest of Dean surgeries, on a Monday-Saturday basis. Please check our Facebook Page for details of locations. Bookings can be made by the surgery. These clinics are used to provide surgeries with an added capacity to see patients.

### **Patient Participation Group**

Severnbank Surgery are currently looking to recruit additional members to our Patient Participation Group. The group meets around 4 times a year for an hour or so at the practice to discuss the development of the surgery and its health services. Arrangements can be made for members, who would like to be involved but who are unable to attend in person, to contribute their views. Please contact [valerie.huxley@nhs.net](mailto:valerie.huxley@nhs.net) or ask at reception.