



SEVERN BANK SURGERY



SPRING

2026

PATIENT NEWSLETTER

Hello to all the patients of Severnbank Surgery!

Please find below your Healthcare Team, who are committed to providing the highest standard of patient-centred healthcare.



GP Partner

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



GP Partner

Dr Dure Shahid, MBBS DRCOG MRCGP 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.



Care Co-ordinator

Sue is one of our Care Co-ordinators. Sue is also responsible for scanning and coding correspondence onto medical records. Sue is an experienced Care Navigator and joined the practice from the Customer Service and Childcare sector.



Practice Nurse

Maria is our Practice Nurses who specialises in Diabetes, HRT and all General Practice nursing. Maria is an 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.



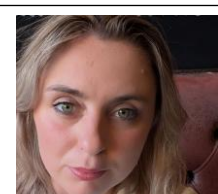
Care Navigator

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



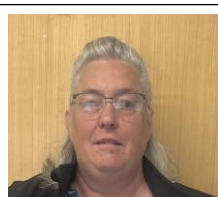
Care Navigator

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



Care Navigator

Anja joined our team last year having a wide range of experience in customer-facing industries.



Care Navigator

Carol also joined our team last year. Carol has had a interesting career in a variety of sectors.

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.