

## **Our Team:**

### **GPs:**

Dr Natalie Craven  
Dr Ewen Ross  
Dr Ling Lee  
Dr Lucy Bradley

### **ACPs:**

Claire Osborne  
Angela Litchfield

### **CSN (Community Specialist Nurse)**

Tracy Skill  
Elaine Stevenson

### **Trainee ACP's**

Rachel Joseph  
Suzanne Wilson

### **Pharmacy Technician**

Zara Rose Cajkler-Down

### **Adult Care Officer**

Cheryl Stanley

### **Frailty HCA**

Merrell Spencer

### **ECPs**

Emma Blair  
Sally Costello  
Katie Hall  
Deb Warren  
Emma White

### **Care Coordinator**

Kathleen Cox

### **Admin**

Natalie Walker  
Thomas Goodrum  
Sascha Blackwell



## **ARCH HOME VISITING SERVICE**

**PROVIDING COVER FOR 9  
SURGERIES**

**RIPLEY MEDICAL CENTRE  
JESSOP MEDICAL PRACTICE  
IVY GROVE SURGERY  
PARKSIDE SURGERY  
CRICH MEDICAL PRACTICE  
SOMERCOTES MEDICAL CENTRE  
ROYAL PRIMARY CARE BROOKLYN  
KELVINGROVE MEDICAL CENTRE  
THE PARK SURGERY**

## **Roles**

### **Pharmacy Technician**

A detailed and targeted intelligence gathering medication review and opportunities for follow ups.

### **Adult Care Officer**

Routine work – advanced care planning and develop ReSPECT referrals with support from HVS GPs referred by the surgeries.

### **Frailty HCA**

Routine work - Hypertension and dementia reviews. Updating advanced care planning and develop ReSPECT referrals with support from HVS GP's.

### **ACP**

A diverse multi-disciplinary team with specialities in Respiratory, Frailty & Mental Health.

All of this can be accessed through our routine service.

## **Our Acute Service**

The acute service for the HVS provides on the day home visits for all the surgeries we cover. These visits can be completed any time between 8am-6.30pm throughout the day.

To ensure we provide the patients that we see with the best care, we ask that an in depth triage is completed explaining the reason for each visit.

Once we have opened up our capacity for the day, we will no longer be able to provide additional visits later in the day.

## **Our Routine Service**

This service for the HVS provides patients routine visits for each surgery. These visits can be picked up by ECPs so anything suitable for them can be put through this channel.

The routine service template also must be filled in for us to complete these visits; they must be filled in by a GP at the surgery.

## **Feedback We Have Received**

**“Grateful for your care, you were brilliant”**

**“Never had more comprehensive assessments”**

**“You were all amazing with this lady and we can not thank the team enough”**

**“You have been excellent and done so much for my mum in the 1 visit”**

**“Nothing but praise for the team”**

**“She is very appreciative of the care from ARCH HVS”**

**“Thank you for sorting this mans care, really appreciate your input, as do the family”**