

PATIENT NEWSLETTER
BOVEY TRACEY & CHUDLEIGH PRACTICE
Winter 2016

Practice News

Dr Heather Midgley starts her maternity leave from 9th December and we wish Heather all the best for the coming weeks. It is Dr Midgley's intention to return to the practice in 12 months' time.

We welcome **Dr Helen Reece** to the practice on 6th December as a permanent member of our team. Dr Reece will take over Dr Midgley's patients.

Samantha our Practice nurse left us in December for a role at Torbay Hospital and we are currently recruiting to this post.

Surgery Opening Hours over Christmas & New Year Period

Friday 23 rd December 2016	8.30am – 1.00pm	2.00pm – 6.00pm
Monday 26 th December 2016	Closed	
Tuesday 27 th December 2016	Closed	
Wednesday 28 th December 2016	8.30am – 1.00pm	2.00pm – 6.00pm
Thursday 29 th December 2016	8.30am – 1.00pm	2.00pm – 6.00pm
Friday 30 th December 2016	8.30am – 1.00pm	2.00pm – 6.00pm
Monday 2 nd January 2017	Closed	

Please ensure you request and collect your prescriptions in time for the festive period to ensure you have enough to cover you whilst we are closed.

If you require medical care while we are closed, please call 111 for advice or in an emergency situation, dial 999.

Pharmacy First for Minor Ailments

FOR MINOR AILMENTS AND CONDITIONS, SUCH AS:

- Teething and nappy rash
- Hay fever, cold sores, mouth ulcers
- Diarrhoea, thrush, uncomplicated urinary tract infections
- Skin rashes, impetigo, threadworms, athlete's foot
- Eye infections, coughs, colds, sore throats, blocked nose, or ear ache

Go to your local pharmacy/chemist, or dial 111, or visit NHS Choices at: www.nhs.co.uk.

All pharmacies have staff who are trained to treat minor ailments and the conditions listed above. They usually have an area or consulting room if you want to have a conversation in private in confidence. They will also tell you if they think you need to seek other medical advice. They can help you understand the medicines you are taking and how to get the best from them.

Extended Hours

Following discussion with our Core PPG and approval from NHS England we have changed our Extended Hours. From the 1st October we will offer appointments from 6.30pm on:

Alternate **Monday** evenings at **Riverside Surgery**
and

Alternate **Wednesday** evenings at **Tower House Surgery** (instead of Saturday mornings).

You can pre-book a telephone consultation or a face-to-face appointment with a doctor, practice nurse or healthcare assistant during these sessions.

Did you know you can book these appointments online?

IMPORTANT CHANGES TO THE WAY YOU ORDER REPEAT PRESCRIPTIONS FROM 1st February 2017

If your medication is ordered on your behalf by your pharmacy or a company, you will need to order it yourself directly from the surgery from the 1st February when we will only accept repeat requests from you or your carer.

You can request your repeat prescription by:

- **SystemOnline**- with direct access to your medical records. To register for this service please visit our practice website www.towerhousesurgery.co.uk or speak to a Receptionist.
- **In person** by dropping off your repeat prescription request at the surgery. You can place the request in the external letter box if we are closed or the internal letter box in the foyer so there is no need for you to queue at the desk.
- **Fax** – Riverside 01626 835462
Tower House 01626 853056
- **E-mail** – via our website www.towerhousesurgery.co.uk

For reasons of patient safety, we are unable to accept requests over the telephone, except for the housebound.

Before ordering a repeat prescription you should check how much medicine/tablets you have left, and only order items that you actually need.

Requests should not be made more than 14 days in advance of your medication running out, unless you let us know why, for example you are going on holiday.

You need to allow two working days to collect your prescription from the surgery, or three working days to collect your medication from the pharmacy.

Why is this happening?

GPs will be able to monitor and control more effectively the medicines you do and do not use. This will help them choose the right medication for you. The change will also reduce the chance of patients building up a stock of unused medicines.

Unused medicines cost the NHS in south Devon and Torbay £1.56million every year. The change will reduce this loss, and the money saved can then pay for other health services.

If you have an existing arrangement for your prescription to be sent directly to your pharmacy, this will not change.

We will be writing to all our patients but for more information about this change see our practice website or pick up a leaflet from the surgery.

If you have any concerns about this change please speak to Sarah, our Practice Pharmacist or contact the Patient Experience Advice and Complaints Service for South Devon and Torbay CCG on 01803 652 578.

Online Services

For those of you who would like to view your test results at home or be able to book appointments without waiting on the phone then going online is the answer. Your Practice can let you do this once you have signed up for this service with the practice.

Don't let the fear of technology put you off. Technology support is available through your Practice or the Bovey Tracey library which has already helped a number of local people with their desire to get online.

An IT Mentor will offer free advice on your options and even help you to get online and use the GP service. Getting you online will also open up other avenues for you to pursue such as researching your family tree, or just browsing the web for information. Age is not and should not be a barrier to learning - why not enquire, it's free!

For more details contact :

IT Mentor : 07434894436

Bovey Tracey Library 01626 832026 or Chudleigh Library 01626 852469

Using SystemOnline – A Guide for Patients is also available on our website or via the link below

<https://systmonline.tpp-uk.com/2/help/help.html#Logging%20in>

Do you use a wheelchair?

Please help us to update our records and let the Receptionist know if you are a wheelchair user. This will help us to improve your access to our services by making sure you are booked into clinics in accessible rooms.

Seasonal Influenza Vaccinations

Public Health England and your Doctor recommend that you attend the surgery for your influenza vaccination if you are within one or more of the following groups:

- People aged from 6 months to under 65 years of age with a serious medical condition such as:-
 - **Chronic (long-term) respiratory disease**, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis
 - **Chronic heart disease**, such as heart failure
 - **Chronic kidney disease** at stage three, four and five
 - **Chronic liver disease**
 - **Chronic neurological disease**, such as Parkinson's disease or motor neurone disease or learning disability
 - **Diabetes**
 - **Splenic dysfunction**
 - **Weakened immune system** due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
- **Pregnant women** (including those women who become pregnant during the flu season)
- **People in long-stay residential care homes**
- **People aged 65 years or over** (including those becoming 65 years by 31st March 2017)
- **People in receipt of a carer's allowance**, or those who are a main carer of an older or disabled person whose welfare may be at risk if the carer falls ill. Consideration is also given to the vaccination of household contacts of immunocompromised individuals, specifically individuals who expect to share living accommodation on most days over the winter.
- **Children aged two, three and four years (but not five years or older) on 31st August 2016**

The following children are also advised to have the vaccination but this will be arranged via the school and is not available at the Practice.

- Children of school years 1, 2 and 3

Appointments in our two main clinics are now available to book now. Bookings can be made **ONLINE** using SystmOnline (if you haven't signed up yet please ask at Reception) or by contacting Reception.

Continuity of Care is Good for you!

As a practice we encourage patients to see the same doctor, especially if it is to follow up an existing problem. Whilst we appreciate this is not always possible due to working patterns, it is better for you and better for the doctor if you can, even if it means waiting an extra day or two (unless it is clinically urgent). Dr Midgley starts her maternity leave from Thursday 8th December and Dr Helen Reece will be taking on the care of all her patients working on Tuesdays and Wednesdays.

FROM MONDAY 12TH DECEMBER:

Riverside Surgery

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Dr B Ward Dr F Vasquez Dr K Maybin Dr L Kinsella Dr P Russell Dr R Mills	Dr B Ward Dr K Maybin Dr H Reece Dr L Kinsella Dr D Hughes Dr P Russell	Dr F Vasquez Dr J Heather Dr L Kinsella Dr D Hughes Dr H Reece	Dr B Ward Dr F Vasquez Dr K Maybin Dr P Russell Dr R Mills Dr J Heather	Dr B Ward Dr F Vasquez Dr J Heather / Dr K Maybin (<i>alt weeks</i>) Dr L Kinsella Dr D Hughes Dr P Russell
Afternoon	Dr B Ward Dr F Vasquez Dr K Maybin Dr L Kinsella Dr P Russell Dr R Mills	Dr H Reece Dr K Maybin Dr L Kinsella Dr B Ward Dr D Hughes Dr P Russell	Dr L Kinsella Dr F Vasquez Dr D Hughes Dr J Heather Dr H Reece	Dr K Maybin Dr B Ward Dr F Vasquez Dr P Russell Dr J Heather	Dr J Heather / Dr K Maybin (alt.) Dr L Kinsella Dr B Ward Dr F Vasquez Dr D Hughes Dr P Russell

Tower House Surgery

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Dr D Thomas Dr T Oxenham Dr N Soffe	Dr D Thomas Dr N Soffe	Dr D Thomas Dr T Oxenham Dr E Eracleous	Dr T Oxenham Dr E Eracleous	Dr D Thomas Dr T Oxenham
Afternoon	Dr D Thomas Dr T Oxenham Dr N Soffe	Dr D Thomas Dr N Soffe	Dr D Thomas Dr T Oxenham Dr E Eracleous	Dr T Oxenham Dr E Eracleous	Dr D Thomas Dr T Oxenham

The Appointment System

The receptionists are here to help you and to direct you to the most appropriate healthcare professional. This may be a GP, a nurse practitioner, a healthcare assistant, or perhaps the health visitor. The receptionist will ask you the nature of your problem in order to help you.

The demand for GP appointments is increasing, and in an effort to ease the pressure and improve access for patients we offer a same day telephone call with a doctor to any patient who feels their medical condition cannot wait until the next available pre-bookable appointment. This allows the doctor to assess your medical needs, arrange further tests or book you an appointment which may be on the same day if your medical condition is urgent. This system allows doctors to prioritise their workload and ensure patients who need to be seen more urgently are seen. It is for this reason the receptionist asks you the nature of your problem to help the doctor; please be assured the receptionists are not making decisions about your care. If you prefer not to discuss this with the receptionist, please just inform them politely and they will be happy to book you the appointment/telephone consultation in the normal manner.

We know you prefer to see your usual doctor and it is also better for your care.

This may mean waiting a little longer for a routine appointment if your medical condition is not urgent. A proportion of our appointments and telephone consultations are pre bookable up to four weeks in advance for follow up and non-urgent problems. Doctors' appointments are for 10 minutes, if you feel you will need longer or have more than one problem please ask the receptionist to book you a double appointment.

If you have booked a telephone consultation the doctor will try and phone you within one hour of the appointed time and we ask that you are available to take your call back within that timeframe. There will be occasions when the doctor is unable to call you within this timeframe due to the unpredictable nature of their workload, however, if you have not received a call back within **two** hours please do contact the surgery again.

Did you know you can book some appointments on line? See our practice website or contact reception for more information.

To make the best use of your appointment see our PPG Leaflet [How to make best use of GP Appointments - PPG Leaflet](#)

Please let us know if you are unable to keep your appointment so that we may offer it to another patient.

On Monday 21st November 6 Patients at Riverside Surgery & 6 Patients at Tower House Surgery did not attend their appointments.

A total of 2 hours of clinician time was wasted on just this one day.

Community Service in Devon

Visit www.pinpointdevon.co.uk for help and support services for:

Older adults 65 years and over – Help at home, residential care, getting about, staying healthy, staying safe and more.

Working age adults 25 – 64 years – Living well, staying healthy, work and education, getting out and about and more...

Young people 18 – 25 years – Living well, work and educations, staying healthy, staying safe and more...

Parent and families all age groups – Childcare, things for children to do, parenting support, family planning and more....

Problems with bladder control or pelvic floor weakness?

You can now refer yourself directly for specialist NHS physiotherapy by calling:
0300 0040335

If you are female and over 16 we can help with the following: Bladder leaks –
Prolapse Bladder urgency & frequency Pelvic floor weakness

No leak is normal! Take Control!

Information for Carers

A wide range of information for unpaid carers is available on the Torbay and South Devon NHS Foundation Trust website.

It includes financial support and emotional support, as well as details of education courses. Please pass this – www.torbayandsouthdevon.nhs.uk/services/carers-service – to any carers you think would benefit from it.

Access to Physiotherapy

Did you know you can self refer for physiotherapy?

To refer yourself for NHS physiotherapy, please visit:

www.sdhct.nhs.uk/physiopkb

OR

Call 01626 883765 (local rate)

HealthUnlocked

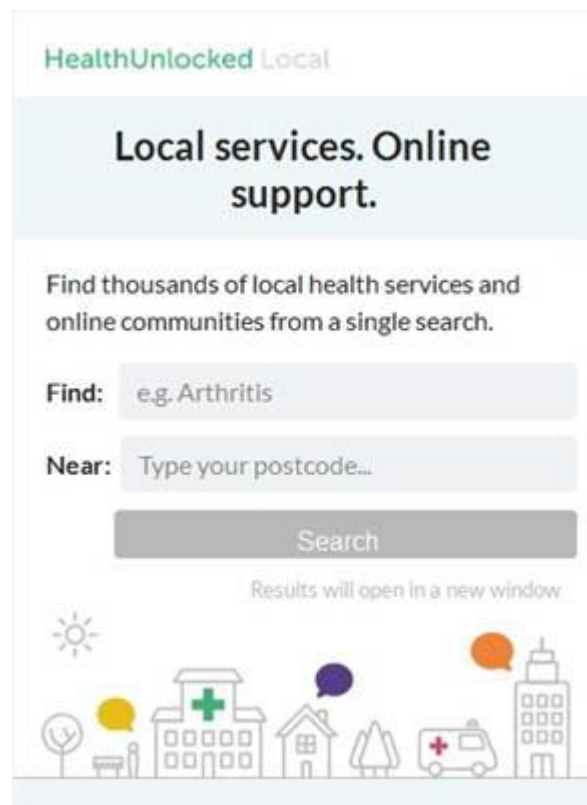
If you have a few minutes the CCG would like to invite patient feedback on HealthUnlocked Local, an online information and support tool that is currently under development.

The tool is part of the CCG's prevention, wellbeing and self-care agenda. It has been designed to help people find information and support for their conditions more easily and connect them with others who might have the same conditions and experiences. It will also provide staff with easier access to signposting information.

To test the tool, go to the [CCG's home page](#) and use the 'Local services. Online support' section (pictured below), which is on the left-hand side of the site. You can also follow this direct link: healthunlocked.com/local.

If you have any questions, please contact the CCG on 01803 652 553.

Alternatively, if you have problems with the links above, you can access the tool through our practice website under Notices and Newsletters.



The screenshot shows the 'HealthUnlocked Local' search interface. At the top, it says 'HealthUnlocked Local'. Below that, a light blue box contains the text 'Local services. Online support.' Underneath, it says 'Find thousands of local health services and online communities from a single search.' There are two input fields: 'Find:' with the placeholder text 'e.g. Arthritis' and 'Near:' with the placeholder text 'Type your postcode...'. Below these fields is a grey 'Search' button. Under the button, it says 'Results will open in a new window'. At the bottom, there is a row of icons representing various health services: a sun, a tree, a house with a green cross, a house, a recycling symbol, an ambulance, and a hospital building.

PPG News

The PPG has been engaged in a number of activities since the last newsletter. Our leaflets on:

- How to Make Best Use of GP Appointments.
- How to Access Local Services.

have now been published and can be found on the practice website here...

<http://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys>

They are particularly relevant at the moment as with the news that pharmacies may soon be able to offer real time testing of sore throats to see if antibiotics or a doctor's visit are needed or whether, unpleasant as it is, it will probably get better on its own. You can find out more about this topic and the challenge facing us all on drug resistant bacteria here....

<http://www.nhs.uk/news/2014/10October/Pages/Antibiotic-resistance-continues-to-rise.aspx>

and here....

<https://www.england.nhs.uk/2016/03/antibiotic-overusage/>

Here is a link to information about the pharmacy testing programme. Not clear yet if this will be available in Chudleigh and Bovey Tracey

<http://www.bbc.co.uk/news/health-37961366>

Other news....

We are very close to launching our Facebook page. This will be full of useful information of current health events, dates for your diary and interesting links to health themes. For example, links to articles to support carers, where to find information on a range of health related issues and stories from the world at large. We plan to start small and then grow as we become more skilled at making the page attractive, interesting and relevant. We will let you know as soon as the page goes LIVE!

how to join it and how you can contribute. Look out for the signs in the surgery and other places.

We have also been helping the Riverside Practice see if their car parking arrangements are working well. There was some feedback from some parking there were not using it for a surgery visit, but for free parking whilst visiting the town centre to shop. There seems to be more than a grain of truth in this and on the days the car park were visited by PPG volunteers a small minority were using it for a shopping trip. This means that patients can find it hard to park and it makes it so much harder and for some impossible if they have limited mobility.

So if you can pass it around the car park is for surgery use only it will help make sure that the surgery remains accessible for everyone.

Michael Benson

Chair, Riverside and Tower House PPG

To find out more about getting involved with the PPG see the 'What the PPG is all about' on our website or click on this link: <http://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys> or contact Amanda, the Practice Manager.

Date for your Diary – Monday 30th January 2017

All Patients and their Carers are invited

To

Riverside and Tower House

Patient Participation Group AGM

On

Monday 30th January 2017 at 6.30pm at

RIVERSIDE SURGERY, BOVEY TRACEY

Join us for a cup of tea and find out what your Patient Group have been up to this year.

RSVP essential: btcp.ppg@nhs.net by 16th January 2017
(or let Amanda at the surgery know) .



Can You Help Riverside Surgery Befrienders!

Are you one of those fortunate patients who has no problem getting to appointments at the surgery, or anywhere else that you need to attend, such as a local hospital? Perhaps you can easily drive yourself there, or walk, or catch the bus? Well just take a moment to spare a thought for those that don't have such an easy time, because they cannot drive, walk any distance or use public transport. They may not have family or friends who can help out either.

That's where the Riverside Surgery Befrienders comes in, as we have a pool of volunteer drivers who give up some of their spare time to transport patients to their surgery and hospital appointments. It isn't just a taxi service, as some older patients understandably find hospitals confusing, and may need help to make sure they get to the right department. Knowing that there is someone ready and waiting for them who will take them safely back home again afterwards can make it a much less stressful experience.

However, we can only keep the service going with a steady stream of new recruits. Those who volunteer are usually retired, so they have some free time during normal surgery and hospital hours, but at some point will reach the stage where they have to hand over the reins to a younger generation. As well as driving, some of our volunteers take on the role of coordinators, whose job it is to match up patient requests with available drivers.

So, could you fit the bill? If so, don't just think about it and put it off until another day, because your help is needed NOW. For more information, contact Jim Ferguson (Chairman) on 01626 832850 (email fergusonjandw@outlook.com), or Anita Stock (Principal Coordinator) on 01626 834110 (phstock20@yahoo.co.uk).