

PATIENT NEWSLETTER
BOVEY TRACEY & CHUDLEIGH PRACTICE
Summer 2016

Practice Team News

Jackie and Leah have both recently joined our Reception Team. Jackie joined us from another local GP surgery and Leah is an Apprentice working towards her NVQ in Business and Administration and joined us from the RD&E Hospital. Lottie will be joining us in June also as an Apprentice in Business and Administration once she has completed her AS level studies.

Karyn, our HCA has recently successfully completed her NVQ Level 3 Diploma in Clinical Healthcare Support – well done Karyn!

We welcomed Maz to our nursing team as a Phlebotomist in April. Maz works three mornings a week and one afternoon across both sites.

In June, we also say good bye to Chris, one of our Practice Nurses who retires after 16 years with the practice – we wish Chris a very healthy, happy and fulfilling retirement. We have appointed Debbie who will join us in September to replace Chris' hours and in the interim Louisa will be re-joining us to provide some temporary cover. Debbie was on placement with the practice as a student nurse in 2015 and we are delighted to welcome her back on a permanent basis.



Online Services

Have you signed up to SystmOnline yet? Over 250 of our patients have and they are able to order their repeat medication direct from their repeat medication screen; book routine GP appointments (face-to-face and telephone reviews); view vaccination history and apply for access to 'detailed coded medical history' including pathology results.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Just pop into the surgery with your ID (preferably photo ID) and ask a member of our Reception Team to set-up your Online Access. You will be given login details and when you log in for the first time you will be asked to set a password - so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Additional information regarding Online Services can be found on our website or by picking up an Online Access Leaflet from your surgery.

Riverside and Tower House Patient Participation Group

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG. Riverside and Chudleigh Practice have an active PPG.

The work of the PPG is coordinated by a *Core Group* of 10 people (CorePPG); this group meets every other month or so, and is made up from patients from both Riverside and Chudleigh Practices. The purpose of the *Core Group PPG* meetings is to respond to the feedback, ideas and thoughts of the practice patients and staff with the aim of making things work as well as it can for all involved. For example, reviewing surveys such as 'Friends and Family' surveys or suggestions made by patients. For example over the last six months we have:

- Agreed our ways of working, established terms of reference of the PPG and we are gradually building up contacts with our vPPG (see below)
- We have reviewed and responded to the 'Friends and Family' surveys at both Riverside and Chudleigh and carried out observations in both practices to gather more information about for example, confidentiality in reception areas.
- We have agreed who will represent our PPG at meetings outside the practice, for example at the Newton Abbot PPG forum
- Established a patient suggestion box in both Riverside and Chudleigh to encourage feedback.

Topics we are working on at the moment include:

- Devising a directory of local health and care services.
- Working with the practice on how patients can make best use of their appointments by making the best use of their time with medical staff.
- Representing the practice at health related forums.

As well as the core PPG we are establishing a virtual PPG (vPPG). All patients (including their carers) may belong to the vPPG.

The virtual PPG is a group of patients who would like to be part of the process of making things better but prefer to give their views and feedback mostly by email. (Any form of feedback is welcome if email is not available) Information such as practice newsletters, minutes of the CorePPG meetings and surveys will be shared mostly by e mail but are also available to patients on the practice website. The aim of having a vPPG is to make sure that there is a good flow of information both to and from all patients so you can still be kept informed, give your views and participate.

This means that all patients can contribute their views on any themes or idea and these will be reviewed by the core PPG at their meetings.

Also the core PPG may consult on any themes or ideas that arise by contacting vPPG members and asking for their views.

We would like to be able to contact you to ask for your views, so if you are willing for us to do that, please just make sure the next time you contact the surgery you check they have your email address. If you do not use email an alternative way of getting in touch would be useful.

So why should you join in....?

Your experiences matter and you can bring different ideas to the surgery.

A new leaflet outlining the PPG's work, and how you can join in will shortly be available in both Riverside and Chudleigh surgeries as well as on line from the practice website.

In the meantime if you want any more information please do not hesitate to get in touch at btcp.ppg@nhs.net or speak to Amanda, the Practice Manager.

Extension to Riverside Surgery

The building work is making good progress although due to some unexpected issues with the excavation it is running 2 – 3 weeks behind schedule at present and is now due to be completed by mid July.

Once completed, Dr Maybin will re-locate to a ground floor consulting room to improve patient access. We will also gain a second ground floor consulting room to increase capacity to meet the needs of the planned developments in and around Bovey Tracey.

The first floor extension will be used as a permanent store for all our medical records as our current storage only has temporary planning approval.

Medical Research

At the Bovey Tracey and Chudleigh Practice we have a very active and committed research team.

Our research team works closely with the National Institute for Health Research and are currently involved in a range of exciting research studies.

Research is essential for working out which treatments work better for patients. Clinical trials play an important role in discovering new treatments and making sure we use existing treatments in the best way possible.

Patients are at the centre of our work. The research team and the wider research community want more successful clinical research studies to be happening in the NHS for the benefit of the patients. For that we need patient involvement. You can get involved by taking part in research at the practice. Members of the public get involved with research for a variety of personal and social reasons. For some it is the desire to bring about change in the quality of care or improve treatments either for themselves or others in a similar situation. For some it's about giving something back and helping others through their involvement.

Furthermore, a recent Patient Experience Questionnaire showed that 92% of patients feel valued as a research participant, 91% said that they would recommend research participation to others and 62% said they learnt more about their health condition.

Current research within the practice involves studies within Atrial Fibrillation, COPD, Chronic Kidney Disease, Contraception and many more. If you are eligible to be involved in any of our research studies you may be invited to participate either personally by the GP or nurse, or you may receive a written invitation. Participation is always optional.

More Than One Problem?

Don't forget to ask the Receptionist to book a double appointment, otherwise the doctor may have to ask you to come back again.

Hayfever Season

Hay fever season has begun! For those who suffer with hay fever symptoms, it can be very disruptive to your day. We recommend visiting the NHS Choices website for information and advice on prevention and treatment of hay fever.

<http://www.nhs.uk/Conditions/Hay-fever/Pages/Introduction.aspx>

For the majority of patients, hay fever is a 'self-care' condition. This means that it can be managed without the involvement of the Practice with over-the-counter medicines and practical solutions. Community pharmacists are trained to tailor advice and medication recommendations to your symptoms. They can sell a range of tablets, nasal sprays and eye drops which are modest in cost.



Extended Hours

Need to see or speak to a doctor or nurse outside of normal working hours. We offer **Monday evening appointments** at Riverside Surgery and **Saturday morning appointments** at Tower House on alternate weeks. Please just ask the Receptionist. If you can come during working hours please do so and leave these appointments for those who really cannot.

Gluten Free

South Devon and Torbay Clinical Commissioning Group (CCG), which has responsibility for the majority of healthcare in the area, has decided to support a complete prescribing restriction of gluten free products for patients aged 18 and over, with a limited list of gluten free items available on prescription for those aged under 18. This will come into effect on 1st June 2016 and follows consultation with GPs and discussions with patients, when a limited list of gluten free products on prescription was introduced last year.

As a result, from 1st June 2016, this practice will not issue any prescriptions for gluten free products for patients who are above the age of 18 years.

This CCG's decision is one of a number of actions aimed at encouraging people to buy items which are routinely available from pharmacies or local supermarkets, rather than ask their GP to prescribe them. Gluten free products are now widely available from supermarkets, and are often sold to the public at prices that are considerably lower than the NHS pays when they are provided on prescription – in some cases less than half the price.

This approach is being implemented in the light of increasing demands on NHS services. The CCG is looking at everything it does to ensure that local NHS services use using its limited funds to the best effect, and achieving fairness for the whole of our health community.

We hope that you appreciate the reason for this decision but should you want to discuss this change in approach, please contact the patient experience team at the CCG:

Telephone: 01803 652 578 (lines are open Monday-Friday, 9am-5pm)

Email: patientfeedback.sdtccg@nhs.net

Write to: Patient Experience, NHS South Devon and Torbay CCG,
FREEPOST RTEZ-YHRC-RZKZ, Pomona House, Oak View Close,
Torquay, TQ2 7FF