

## PATIENT NEWSLETTER

### BOVEY TRACEY & CHUDLEIGH PRACTICE

#### Winter 2015

#### Practice Team News

We welcome **Audrey Pritchard** and **Helen Chapman** to our Reception Team in December. Audrey and Helen are both experienced medical receptionists, and we are fortunate to have them join us.

#### Surgery Opening Hours over Christmas & New Year Period

Thursday 24 <sup>th</sup> December 2015	8.30am – 1.00pm	2.00pm – 6.00pm
Friday 25 <sup>th</sup> December 2015	<b>CLOSED</b>	
Monday 28 <sup>th</sup> December 2015	<b>CLOSED</b>	
Tuesday 29 <sup>th</sup> December 2015	8.30am – 1.00pm	2.00pm – 6.00pm
Wednesday 30 <sup>th</sup> December 2015	8.30am – 1.00pm	2.00pm – 6.00pm
Thursday 31 <sup>st</sup> December 2015	8.30am – 1.00pm	2.00pm – 6.00pm
Friday 1 <sup>st</sup> January 2016	<b>CLOSED</b>	
Monday 4 <sup>th</sup> January 2016	8.30am – 1.00pm	2.00pm – 6.00pm

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**.

#### Depression & Anxiety Service

If you are feeling low, worried, stressed or anxious the Depression and Anxiety Service (DAS), provided by Devon Partnership NHS Trust, is there to help you. DAS provide a free, confidential NHS service for people aged 18 years+ across Devon, and you can access their services without a referral from your Doctor. Their website (see the link below) contains lots of useful information including an online service referral form. Alternatively you can refer yourself by telephoning 01626 203500.

<http://www.devonpartnership.nhs.uk/DAS.385.0.html>

#### Receiving the Newsletter by Email

Did you know you can receive this newsletter by email! Just visit our webpage to sign up for this handy service: [www.riverside-surgery.co.uk](http://www.riverside-surgery.co.uk) or [www.towerhousesurgery.co.uk](http://www.towerhousesurgery.co.uk)

#### Online Practice Booklet

You can now view our Practice Booklet online! You can go to [www.practicebooklet.co.uk/bovey/](http://www.practicebooklet.co.uk/bovey/) to view it.

## Change of Clinical Computer System

We are changing our clinical software in January from Microtest to SystmOne. There will be a short period of time when our normal service will be affected during the change-over period but please be assured we will keep this to a minimum.

### Prescriptions

*We are asking patients on regular medication to make sure they have enough medication to cover the festive period and the whole of January, so please do order your repeat medication now.*

Our Online Prescription Request Service via our website will continue to operate as normal but for those patients who order their medication via the Waiting Room please note that this service will cease on the 8<sup>th</sup> January 2016. We will let our patients have details of the new Online Patient Access Service once we have successfully migrated to SystmOne.

### Appointments

For a short period of time you will not be able to book appointments ahead, however once we are up and running again in SystmOne our normal pre-bookable service will resume. To allow us to prioritise our workload over this period of time we would ask that if your matter is not particularly urgent that you contact us in February.

### Online Services (The Waiting Room)

Our current online services via The Waiting Room will cease on the 8<sup>th</sup> January 2016. We will let our patients have details of the new Online Patient Access Service once we have successfully migrated to SystmOne. Please note that our Practice Website is not affected by the change of Clinical System.

### Text Messaging Reminder Service

There may be a short period of time in January when our text messaging service is interrupted.

### Surgery Closures

We are keeping surgery closures to a minimum during the change-over but we will need to close on **Wednesday 20<sup>th</sup> and Thursday 21<sup>st</sup> January 2016.** We apologise in advance for any inconvenience this may cause. If you require medical care while we are closed, please call **111** for advice or in an emergency situation, dial **999**.

### Progress Reports!

Keep an eye on our website for progress reports, and as always we will keep you informed via our regular newsletters. In the meantime – don't forget to order your medication for January.



## Seasonal Flu Vaccinations

The Practice held its two annual Flu Vaccination Clinics during October, and we thought you may be interested to see the attendance figures.

Riverside Surgery, Bovey Tracey - a total of 1,307 Adult Flu Injections + 84 Shingles Vaccinations + 38 Pneumonia Vaccinations.

Tower House Surgery, Chudleigh – a total of 919 Adult Flu Injections + 91 Children's Nasal Spray Flu Immunisations + 46 Shingles Vaccinations + 38 Pneumonia Vaccinations.

We are very grateful to all the Doctors, Practice Nurses and Receptionists who volunteer to work at these sessions as it allows us to immunise the majority of our 'at-risk' patients before any outbreak of the flu virus. As you can see from the figures above we are also pleased to be able to offer our 'at-risk' patients (meeting the eligibility criteria) the shingles and pneumonia vaccinations.

We do have limited stocks of the flu vaccine still available so please book your appointment today!

## Shingles Vaccinations

Shingles is caused by the reactivation of the chickenpox virus. After people have chickenpox – usually as a child – the virus travels up a nerve root and lies dormant (inactive inside you), near the spine. Later in life the virus can reactivate and cause shingles. Why this happens isn't completely known, but reaching an older age makes the virus much more likely to reactive.

Patients born the following dates may be eligible for a free shingles vaccination this year:-

2<sup>nd</sup> September 1942 and 1<sup>st</sup> September 1945

2<sup>nd</sup> September 1935 and 1<sup>st</sup> September 1937

This one-off vaccination reduces the changes of you developing shingles, and even if you do develop shingles then the disease is likely to affect you less severely.

Book your appointment by speaking to a member of our Reception Team.

## Low Clinical Priority Policies

Some procedures are not routinely funded by the NHS. Local decisions about specific medicines and treatments are made by the Clinical Policy Committee for South Devon and Torbay CCG and NEW Devon CCG.

Information on these policies, procedures and funding for medicines and treatments are available on the South Devon and Torbay Clinical Commissioning Group website.

To view a list of the low clinical priority policies please visit the link below:

<http://www.southdevonandtorbayccg.nhs.uk/about-us/policies/Pages/low-clinical-priority-policies.aspx>



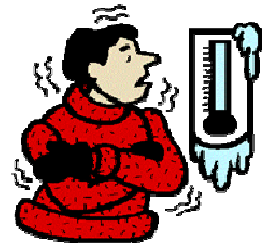
## Keep Well, Keep Warm

The Keep Well, Keep Warm campaign sets out the impact a cold home can have on people's health. Public Health England's Booklet is now available on the CCG website (see the link below)

(<http://www.southdevonandtorbayccg.nhs.uk/your-health/Documents/keep-well-keep-warm-booklet.pdf>)

Age UK and Public Health have also published the following top tips for keeping warm and well. Cold weather can be bad for health, especially for people aged 65 and older. As we age it takes longer to warm up, which raises the risk of increased blood pressure, heart attacks and strokes. Below are easy things you can do to help yourself stay healthy over the winter

1. Keep Warm – heat your home to at least 18°C (65°F). You may prefer your main living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing cold air can increase the risk of chest infections.
2. Get Financial Support – There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. View the Keep Warm, Keep Well booklet online to learn more.
3. Look After Yourself – Contact your Surgery to get your free flu jab if you are aged 65 or over, live in a residential home, or are the main care for an older or disabled person.
  - Don't delay in getting treatment for minor ailments like colds and sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.
  - Layer clothing whether you are indoors or outside. Wrap a scarf to protect your lungs from cold air.
  - Wear shoes with good grip if you need to go outside.
  - When you are indoors, try not to sit still for more than an hour or so. Get up, stretch your legs and make yourself a warm drink.
  - Have your heating and cooking appliances checked by a Gas Safe engineer to make sure they are operating safely.
  - Contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.
  - For more information about how to stay warm and well in winter visit Age UK's website ([www.ageuk.org.uk/winterprep](http://www.ageuk.org.uk/winterprep)) or call 0800 587 0668.



For more winter wellness tips visit [www.nhs.uk/keepwarmkeepwell](http://www.nhs.uk/keepwarmkeepwell)

## Gluten Free Prescribing

The NHS started providing gluten-free foods on prescription when they were expensive and difficult to get hold of. However, with the increased awareness of coeliac disease and gluten sensitivity, gluten-free foods are now much easier and accessible to purchase. A wide and expanding range of gluten-free foods is now available from supermarkets and online.

South Devon and Torbay CCG, which has responsibility for the majority of healthcare in the area, has produced a limited list of gluten free items available on prescription. This was produced after consultation with its GPs, as well as representation from patients who suffer from coeliac disease and members of the public who do not have coeliac disease. The range of gluten-free products available is limited to certain brands of bread, pasta and flour mixes – products that are more expensive to buy as gluten-free in supermarkets.

This comes at a time when the demands on NHS services are increasing each year, and is in line with NHS organisations in other areas of the country. We need to look at everything we do, to ensure that local NHS services use their funding appropriately and fairly. It is about fairness for the whole of our health community.

The CCG is constantly looking for ways to save money without impacting on patient care. This means that we have to look at how we can do things differently – because the smallest changes can make a big difference.

If you have any comments or queries relating to this information, please contact:  
Patient Experience: Telephone: 01803 652 578 Email: [patientfeedback.sdtccg@nhs.net](mailto:patientfeedback.sdtccg@nhs.net)

## Need Physiotherapy – No Need to See Your GP

Patients can self-refer for physiotherapy without seeing a GP by using the Patient Knows Best online booking system. Simply click onto the web link to arrange an appointment  
<http://www.sdhct.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/>

We should like to take this opportunity to wish all of our patients  
a Merry Christmas and a Happy New Year

