

PATIENT NEWSLETTER
BOVEY TRACEY & CHUDLEIGH PRACTICE
January 2017

Practice News

Zoe and **Rachael** join our reception team this month after we say good bye to **Jackie** who is following a lifetime dream to live in Spain. We really do appreciate your patience whilst Zoe and Rachel get to grips with our systems and may take a little longer to deal with you during their training period.

Dr Rebecca French joins the team on 1st February for a six month placement as part of her GP training. Rebecca is a fully trained doctor now looking to specialise in primary care. Dr French will be based at Riverside Surgery.

Message from Dr John Heather

I wanted to let you know that I have decided to retire from General Practice from April 2017.

I feel honoured and privileged to have worked in Bovey Tracey for 24 years and I will miss the rewards, and challenges, of being a GP.



My wife and I are looking forward to the next phase of our lives and stopping work will enable us to explore new and exciting opportunities.

Bovey Tracey is a very special place to work and I believe retains the core values of primary health care.

Over the last 3 years we have successfully recruited excellent new doctors to our team. I am confident that our practice will continue to provide a high quality service to you all and that with your help the practice is in a good position to meet the huge challenges that face the NHS.

With very best wishes,

John Heather

Dr Helen Reece

A little bit about me!

I joined the Practice in December on a part-time basis working Tuesday and Wednesday. I did my medical training in Oxford, qualifying in 2006, and worked briefly in London before moving in Devon. I completed my GP Training in Exeter and Torbay and am delighted to be joining Riverside Surgery as a permanent member of the team.

I have four young children and two dogs (and a husband) and enjoying running and swimming. My professional interests are children's and women's health.

Dr Helen Reece



FLU VACCINATION – It's not too late to have yours!

Are you eligible?

- **People aged 65 years or over** (including those becoming 65 years by 31st March 2017)
- 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 requiring regular inhaled steroids, 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 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**

Just contact the surgery for an appointment, and if you are working don't forget we can offer appointments on Monday and Wednesday evenings.

Shared Records

Making your local health record work better for you

Many people think that their GP health record is available to all healthcare professionals involved in their care, but this is not always the case. At the moment, each professional you see keeps a separate record. This can mean that some important information is not being communicated between health services as well as it could be. To help the South Devon & Torbay Clinical Commissioning Group are launching a local shared record programme that will make it possible for health professional to view relevant information about you.

Further information about Shared Records can be found in the attached leaflet from South Devon and Torbay Clinical Commissioning Group and also on our website.

We have also attached the 'NHS Patient Information Sharing – My Choices' form for you to complete and return to your surgery. You can use this form to let us have your express consent/dissent to the sharing of your local health record.

Appointment Self-Check in Screens

We are pleased to announce that we have two self-check in screens within both surgeries. One in the main reception area, and the other in the waiting room. The screen in the waiting area is accessible for wheelchair users.

Research Update

As many of you will already be aware we have been involved with research for many years. We now have a dedicated Research Team with in the Practice, comprising of Dr Daniel Thomas, Dr Ben Ward, Practice Nurse Rachael Minty, Health Care Assistant Jodie Rice and Administrator Nina Joint, who are involved in a wide range of research studies. Full details of our current studies are available on our website.

We are currently the second highest recruiting Practice in the South West Peninsula, and the highest recruiting Practice in Torbay Clinical Commissioning area. Last year we recruited 132 patients to studies.

PPG News

Our PPG is continuing to work with the practice in a range of areas. We have now managed to get our Facebook page live, you can find it by searching for @RATHPPG (all upper case) or by searching for Riverside and Tower House PPG. Have a look at our posts; they give all sorts of information on health and wellbeing as well as useful dates, holiday opening times etc. for the surgeries. If you could tell at least four other friends about our page we can reach the widest possible audience.

As well as our core meetings where we help the practice review the feedback received, we are also about to have our AGM. This will take place at Riverside on January 30th and again at Chudleigh on February 8th (see Facebook for details.)

We are also starting to prepare for a series of events focusing on managing our own health wellbeing. The first of these is likely to be in May, so look out for further details in newsletters, and of course on Facebook!!

**AGM AND INFORMATION MEETING –
MONDAY 30TH JANUARY 2017 - 1830 TO 1945
RIVERSIDE SURGERY, LE MOLAY-LITTRY WAY, BOVEY TRACEY**

And

**INFORMATION MEETING WEDNESDAY 8TH FEBRUARY - 1830 TO 1930
TOWER HOUSE SURGERY, MARKET WAY, CHUDLEIGH**

Refreshments available from 1800 at both meetings

Please register your attendance in advance with the practice or by email btcp.ppg@nhs.net

**COME ALONG AND LEARN MORE ABOUT THE PPG
AND GET INVOLVED IF YOU WISH TO DO SO**

Further information see
website www.towerhousesurgery.co.uk/pages/Patient-Participation-Group or
email btcp.ppg@nhs.net or
visit us on Facebook @RATHPPG



Surgery Telephone System

Many of you may recall that the surgery invested in a new telephone system in 2015.

The new system not only gave us additional incoming and outgoing lines but it contained the functionality to allow us to transfer calls between our two surgeries; monitoring call waiting times (TTA – Time to Answer) and record calls for training and audit purposes.

As part of our continued work on reviewing patient services and use of resources within the Practice we have undertaken an audit of telephone answering times over four separate weeks within 2016, and the results are shown below:-

Riverside Surgery

Week Commencing	Total Incoming Calls	Time to Answer < 30 seconds	Time to Answer 31 – 60 seconds	Time to Answer 61 – 150 seconds
11 th Jan 2016	1209	43.34%	15.2%	28.31%
16 th May 2016	1070	58.69%	19.6%	18.97%
15 th August 2016	1005	56.32%	12.83%	19.61%
30 th October 2016	1212	41%	16%	26%

Tower House Surgery

Week Commencing	Total Incoming Calls	Time to Answer < 30 seconds	Time to Answer 31 – 60 seconds	Time to Answer 61 – 150 seconds
11 th Jan 2016	651	52.84%	13.83%	23.35%
16 th May 2016	567	71.08%	16.4%	8.99%
15 th August 2016	450	60%	12.89%	16.22%
30 th October 2016	559	58%	13%	18%



RIVERSIDE SURGERY BEFRIENDERS – ADVICE FOR PATIENTS

Do you need to use the Riverside Surgery Befrienders to get to your appointments?
If so, you can help us to help you by making sure that....

You give us as much notice as possible if you are going to need a Befriender driver, ideally as soon as you know the date of your appointment. All our drivers are volunteers, helping us in their spare time, and finding someone who is available for the required date is much easier if we can arrange this well ahead. We will always try and do our best where patients have been given hospital appointments at very short notice, although we cannot guarantee success.

Do let us know if you will be taking a mobility aid such a walking frame or wheelchair with you, or an accompanying passenger, so that we can allocate a suitable car and driver.

If your appointment is cancelled for any reason, then please remember to let us know. You should ask the surgery to pass on a message if you cannot contact the driver direct. Although we work closely with the surgery, who take the initial requests for transport, our booking system is completely separate, so an appointment cancellation will not automatically cancel your booked driver as well.

Finally, please remember that we are primarily here to help those who cannot get to appointments by themselves, and who don't have family, friends or neighbours who can help.

Patient Feedback

Improving Practice Questionnaire Report:-

The Practice has recently received the results of the patient survey carried out in the Autumn and the results show 87% of our patients' rate the practice as good, very good or excellent and overall patient satisfaction has increased this year.

Considering the busy year we have had, (implementing a new clinical system in January, building the Riverside extension between March and August, coping without heating at Riverside for nearly 3 weeks just as the cold spell hit in December and the transfer of Primary Care Support Services to Capita causing us lots of headaches, not to mention increasing patient demand and complexity), this is a remarkable achievement. The results are a reflection of the dedication and commitment of the whole team to patient care and team working.

Our overall satisfaction score was 74 (up 4 points) compared to a national average of 70 which remains unchanged. Comparing scores with other practices with a list size greater than 12,000, we have scored in the top 25% nationally in 10 areas (compared to just 2 areas last year) and all other areas are within the middle 50% (last year we appeared in the lowest 25% in two areas).

The full report and patient comments will be reviewed by our PPG at their meeting in February to identify any areas for further improvement. The full report can be seen on the Practice website.

Extract of feedback via NHS Choices for Tower House Surgery:-

"Moving from Cornwall the one thing I was concerned we had to change doctors as our doctor in Cornwall was fantastic. I need not have worried the doctors who both myself and husband have seen have been brilliant especially one particular doctor whose bedside manner is outstanding".

From 1st February
OneSmallStep is a new,
 free healthy lifestyle service
 for Devon residents
 commissioned by Devon
 County Council designed
 for all residents over the
 age of 18 who may need
 extra support to help them
 change their lifestyle
 behaviour.

For more information visit:
www.onesmallstep.org.uk
 Or telephone:
 Freephone 0800 298 2654
 Or email:
enquiry@onesmallstep.org.uk

onesmallstep
to a healthier you

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HOME CHANGE TODAY MOTIVATION WEIGHT ALCOHOL SMOKING ACTIVITY ABOUT US

Welcome to One Small Step,
you've just taken your first
step towards a healthier you.

Make a change today >>

Whether you're looking to quit smoking, lose weight for that special occasion, become more active or reduce your alcohol intake, you've come to the right place.
OneSmallStep is a tailored service for the people of Devon.

Take One Small Step to change...

to a healthier you

using simple and effective tools

with extra support

Here are some simple things to help you make the change today

Stay on track by trying these free motivational tools

Have friends to talk to? We can provide advice to help with any concerns you may have

What do you want to do?

I want to be smoke free

I want to be a healthy weight

I want to be moving more

I want to be drinking less

onesmallstep
to a healthier you

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OneSmallStep commissioned by Devon County Council