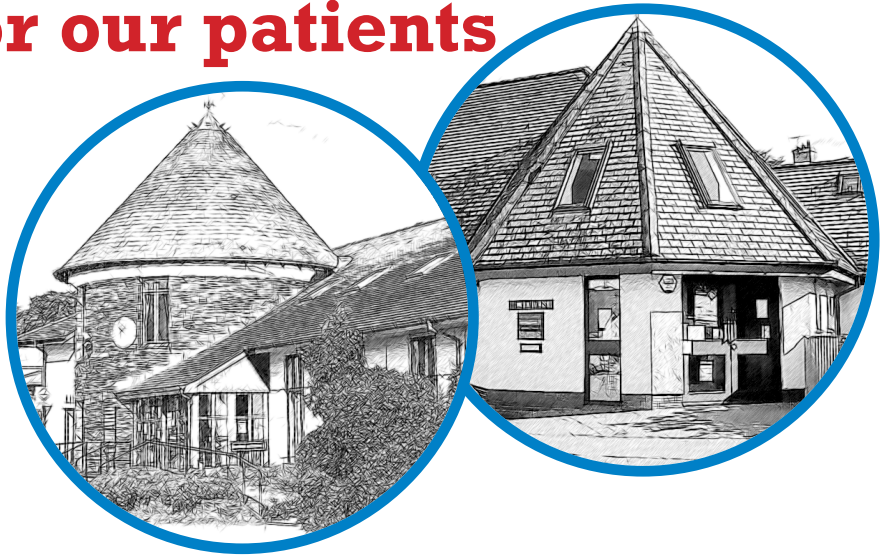


Newsletter for our patients

November 2023

Riverside Surgery
Bovey Tracey
01626 832666

Tower House Surgery
Chudleigh
01626 852379



Scan to go to our website

Dr William Kinsella retires

In September, we said goodbye to Dr Liam Kinsella, who retired after more than 16 years with the practice as a GP partner.

As well as being a conscientious and dedicated GP who truly cared for his patients, Liam was a brilliant colleague who was popular with all those who worked alongside him during his time at the practice.

His sense of humour is missed by all of us, and we wish him a long, happy and healthy retirement.

The picture shows Dr Kinsella with gifts and cards on his last day with our Practice.

Practice Staff News

We are delighted to welcome two new additions to the practice team. Hazel joined us in September as a Pharmacy Technician, and Kobe Addai, our new Clinical Pharmacist, will join the team in November.

Kobe and Hazel will complement our existing clinical team really well, both personally and professionally, and make a much needed contribution to the management of routine and acute patient queries, as well as assisting with the day-to-day management of those of our patients who have chronic health problems.

Our Winter Vaccinations Programme

The practice has made a brilliant start to this year's winter vaccination campaign. Since our first vaccination clinic of the year, held on Friday 29th September,

over 2100 flu vaccinations have been administered to eligible patients. In addition, all those 2100 patients were offered a Covid-19 booster jab. More than 1700 of them accepted the offer and received the two vaccines there and then.



The practice is offering Covid-19 boosters only to those patients who are attending for their flu vaccination.

If you want to have just your Covid-19 booster, you can go online to find a local vaccination centre and book an appointment:

<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>

Alternatively, you can book by phoning **119**.

Riverside and Tower House

Our flu and Covid-19 vaccination clinics will continue throughout the winter, so please phone your surgery on the usual telephone number to book yourself in.

We will also be sending text messages inviting patients to book a vaccination session. There will be a link in each text message to make booking easier.

Who is eligible for a flu vaccination?

- ❖ anyone aged 65 years and over
- ❖ anyone aged 6 months to 65 who is in a clinical risk group, as defined in the influenza chapter of the UKHSA Green Book
- ❖ anyone who is pregnant
- ❖ all children who were aged 2 or 3 on 31st August 2023
- ❖ primary school children (from Reception to Year 6)
- ❖ anyone in a long-stay residential care home

- ❖ carers in receipt of carer's allowance
- ❖ anyone who is the main carer of an elderly or disabled person
- ❖ close contacts of immunocompromised individuals

In a change from the 22/23 flu campaign, only 50-64 year olds who are in a clinical risk group are eligible for a flu vaccination.

Who is eligible for a Covid-19 vaccination?

- ❖ residents in care homes for older adults
- ❖ all adults aged 65 years and over
- ❖ people aged 6 months to 64 years in a clinical risk group, as defined in tables 3 and 4 of the Covid-19 chapter of the UKHSA Green Book
- ❖ frontline health and social care workers
- ❖ staff working in care homes for older adults
- ❖ people aged 12 to 64 years who are household contacts of people with immunosuppression, as defined in the UKHSA Green Book
- ❖ people aged 16 to 64 years who are carers, as defined in the UKHSA Green Book

Other Important Vaccines

The MMR Vaccine

This vaccine protects against measles, mumps, and rubella. It is given to babies and young children as part of the NHS vaccination schedule. It is given in two doses, one at age 1 and the second at 3 years and 4 months.

When older children and adults should have the MMR vaccine


It's important to catch up on any missed vaccines. You can ask us to give the MMR vaccine if your child has missed either of these 2 doses.

Measles is an infection that spreads very easily and can

WHAT WERE SOUTH DEVON GP PRACTICES DOING IN SEPTEMBER 2023?

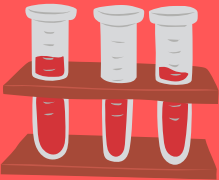
APPOINTMENTS

*They delivered over 179,830 appointments with GPs, nurses, healthcare assistants, etc.
82,815 were GP appointments.*




TEST RESULTS

*76,197 lab results were received across South Devon GP practices.
That's 232 for every thousand patients*




PRESCRIPTIONS

*574,385 prescription items were issued.
That's 1,747 for every thousand patients*




CLINICAL LETTERS

*116,506 clinical letters were received.
That's 354 for every thousand patients*




REFERRALS

9,326 referrals were made to other services, for further care or investigations.



BROUGHT TO YOU BY THE SOUTHERN PRIMARY CARE COLLABORATIVE BOARD



cause serious problems in some people. Having the MMR vaccine is the best way to prevent it.

<https://www.nhs.uk/conditions/measles/>

It's important to check you've had both MMR doses if you:

- ❖ are about to start college or university
- ❖ are going to travel abroad
- ❖ are planning a pregnancy
- ❖ are a frontline health or social care worker
- ❖ were born between 1970 and 1979, as you may have only been vaccinated against measles
- ❖ were born between 1980 and 1990, as you may not be protected against mumps

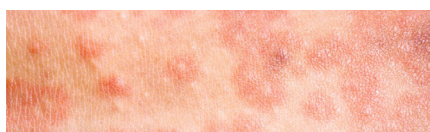
Anyone (**including adults**) who has not had two doses of the MMR vaccine can ask for an appointment to have the MMR vaccine.



Measles may cause small white spots inside the cheeks and on the back of the lips a few days later. These spots usually last a few days.



The measles rash starts on the face and behind the ears before spreading to the rest of the body.



The spots of the measles rash are sometimes raised and join together to form blotchy patches. They're not usually itchy. The rash looks brown or red on white skin. It may be harder to see on brown and black skin.

Who cannot have the MMR vaccine

As a precaution, the MMR vaccine is not recommended during pregnancy.

You should also avoid becoming pregnant for 1 month after having the MMR vaccine.

It's best to let your GP or midwife know if you had the MMR vaccine while you were pregnant.

Evidence suggests there will be no harm to your baby, but it's better to let them know.

The MMR vaccine is not recommended for people with a severely weakened immune system. For example, people receiving chemotherapy.

If you have a medical condition, or are taking medicine that may affect your immune system, check with us if it's safe for you to have the MMR vaccine.

Shingles

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness.

You're more likely to get shingles, and it's more likely to cause serious problems, as you get older or if you have a severely weakened immune system.

Get advice from 111 as soon as you suspect you have shingles. You might need medicine to help speed up your recovery and avoid longer-lasting problems. This treatment works best if taken within 3 days of your symptoms starting. 111 will tell you what to do. They can arrange a phone call from a nurse or doctor if you need one.

What the shingles vaccine is for

The shingles vaccine:

- ❖ reduces your chances of getting shingles
- ❖ reduces your chances of getting serious problems if you do get shingles



Shingles rash, on a leg in this example.

Who should have the shingles vaccine

The shingles vaccine is recommended for people at higher risk from shingles, including all adults turning 65, those aged 70 to 79 and those aged 50 and over who have a severely weakened immune system.

<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

Who cannot have the shingles vaccine

Most people who are eligible for the shingles vaccine can have it, unless you've had a serious allergic reaction (anaphylaxis) to a previous dose of the vaccine, or an ingredient in the vaccine.

One of the shingles vaccines (called Zostavax) contains a weakened version of the virus that causes shingles. This vaccine is not suitable if you have a severely weakened immune system so you'll be given a different one (called Shingrix).

How to get the shingles vaccine

We will usually contact you when you become eligible for the shingles vaccine. This will usually be by letter, text message, phone or email.

Sometimes you might be offered the vaccine during a GP appointment you're having for another reason.

Let us know if:

- ❖ you think you're eligible for the shingles vaccine, but you've not been contacted about it

- ❖ you did not have the vaccine when you were contacted and you're still under 80 (only people with a severely weakened immune system can get the vaccine after 80 years of age)
- ❖ you're due to have your vaccine and you're feeling unwell—you may need to wait until you're feeling better before having the vaccine

Pneumococcal vaccine

The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis.

The vaccine is recommended for people at higher risk of these illnesses, such as babies and adults aged 65 and over.

<https://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination/>

What the pneumococcal vaccine is for

The pneumococcal vaccine helps protect against some types of bacterial infections that can cause serious illnesses like:

- ❖ meningitis (an infection in the brain and spinal cord)
- ❖ sepsis (a life-threatening reaction to an infection)
- ❖ pneumonia (an infection in the lungs)

The pneumococcal vaccine is recommended for babies, older people, and people at higher risk of getting seriously ill from pneumococcal infections. It can also help protect against other illnesses such as sinusitis and ear infections.

Who should have the pneumococcal vaccine

Ask the Practice if:

- ❖ you have not been contacted to get the pneumococcal vaccine, but you think you or your child are eligible
- ❖ you or your child have missed your pneumococcal vaccinations, or you're

not sure if you've been vaccinated

Much more information about vaccines

If you are interested in the government's vaccination policies for flu, Covid-19, and other diseases—and you have an hour or two to spare—you can see the Green Book in full at: <https://www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book>

Help with NHS Medical Costs

If your income is low, you might be eligible for the NHS Low Income Scheme (LIS) covering prescription costs, dental costs, eyecare costs, healthcare travel costs; wigs and fabric supports: <https://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/>

Save Money: Buy a Prescription Pre-payment Certificate

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC) – this is effectively a prescription 'season ticket' which will cover **all** your NHS prescriptions (including NHS dental prescriptions).

Note, though, that, unless your income is low (see above) a PPC will not cover the cost of other health items provided by the hospital service—such as wigs and fabric supports.

There are three PPC options

The options and various possible savings quoted here were correct at the time when we prepared this Newsletter:

- ❖ The 3-month PPC costs £31.25 and will save you money if you need more than 3 prescribed items in 3 months.

- ❖ The 12-month PPC costs £111.60 and will save you money if you need more than 11 prescribed items in a year.
- ❖ The hormone replacement therapy (HRT) PPC costs £19.30 and will save you money if you need more than 2 prescribed HRT items in a year.

The HRT PPC is only for HRT medicines licensed to treat menopause symptoms, but you can use it regardless of why these medicines are prescribed for you. Find out more about the HRT PPC from the NHS Business Services Authority website: <https://www.gov.uk/get-a-ppc/hrt-ppc>

Another way of looking at the possible savings:

- ❖ 2 items each month – you can save £120.00 with a 12-month PPC
- ❖ 3 items each month – you can save £235.80 with a 12-month PPC
- ❖ 4 items each month – you can save £351.60 with a 12-month PPC

Check if you need a PPC

Before you apply for a PPC, be sure to check that you're not already entitled to free prescriptions. For example, if you're 60 or over, you don't have to pay. There are other groups of people who don't have to pay. Check up at:

<https://services.nhsbsa.nhs.uk/check-my-nhs-exemption/start> and: <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

How to apply for a PPC

There are several payment options available. You can buy a PPC online and at some pharmacies.

If you pay online and you choose the 12-month PPC, you can pay upfront, or by 10 monthly direct debit instalments.

If you buy a PPC from a pharmacy, you cannot pay by direct debit: you have to pay in full.

You will need to contact your local pharmacy to find out if they sell PPCs

Buy a PPC online

The PPC will start from the day you submit your application, unless you request a different start date, but the start date must be within 1 month before or after the date of your application. Apply online:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/save-money-with-a-prescription-prepayment-certificate-ppc/>

Remember that if you buy a 12-month PPC by direct debit, you are entering into a commitment to pay all the instalments.

Buy a PPC via phone call

If you prefer talking to someone, you can call the PPC order line on **0300 330 1341**.

Make sure you have your bank details or credit or debit card details ready.

Your certificate will be valid from the day you make the phone call, unless you request otherwise. You can receive your PPC details by email if you

Living with memory problems or mild to moderate dementia?

Bovey Tracey CST Group Mondays 2:45pm to 4:45pm

Riverside Community Centre
Station Road, Bovey Tracey TQ13 9AW

*Activities to work the brain
to slow cognitive decline*

Conversation and laughter

Refreshments provided

Contact Kathrine
kathrine@conversationworks.co.uk
07899 993134

Order repeat prescriptions on the NHS App



- easily choose where your prescriptions are sent
- order at a time that suits you
- need help? Access support in the app or visit nhs.uk/helpmeapp



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provide an email address; or you can print them out at the end of your online application; or you can receive the details by post.

Although a PPC is valid from the day of your application (unless you request a different date), it may take a few days for you to receive the details of your certificate by post.

If, while you're waiting for the PPC details to arrive, you have to pay prescription charges (perhaps you need a prescription item urgently) you can get a refund, as long as you get an NHS receipt form (FP57) from the pharmacist, hospital or doctor **when you pay**: you cannot get the FP57 form later on. Your PPC must cover the date you paid the prescription charge.

PPC: Useful tips

When you need to renew your PPC, remember to apply for the new one in plenty of time, otherwise you'll have to pay full

prescription charges as soon as the old one expires. I

It's important that you do not use your certificate after it expires.

The NHSBSA checks that patients who claim free NHS prescriptions are entitled to the exemption they have declared on their application.

Do check that your certificate is valid before you claim any free NHS prescriptions.

PPC refunds

You can claim for the refund of prescription charges up to 3 months after paying. The FP57 form explains what to do.

For full refund details, including the time limit for claiming, visit the NHSBSA's page about PPCs.

<https://faq.nhsbsa.nhs.uk/knowledgebase/category/?articlecategory=Prescription Prepayment Certificate%28PPC%29%20refunds&id=CAT-01505&parentid=>

Remember that if you buy a 12-month PPC by direct debit, you are entering into a commitment to pay all the instalments.

Becoming eligible for free prescriptions

You may be able to claim a full or partial refund if you become entitled to free prescriptions while your PPC is still valid.

If you're on a low income, you could be entitled to help with costs or free prescriptions through the low income scheme, depending on your circumstances.

You can check if you're eligible for free prescriptions at:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

You can find out more about the Prescription Prepayment Certificates:

<https://services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs/start>

Our Patient Participation Group

The Practice interacts with the PPG so that concerns raised by patients can be addressed. Patients' suggestions for improvements can be passed on too. Similarly, the Practice can give the PPG the points of view of the doctors and other staff. The object is to foster the relationship between Practice and patients, and that benefits everybody. For more information on the PPG, see our website.

Our telephone system

Telephone landlines in our area are rapidly becoming obsolete and being replaced by services carried over the internet.

These changes will give us the opportunity of improving the Practice's telephone systems.

We'll be giving more details of these improvements as we begin to introduce them.

www.devoncarers.org.uk
03456 434 435

Devon
Carers

Do you look after an adult person who could not cope without your support?

If your answer is yes, you are a carer

Whether you became a carer gradually or it happened when there was a sudden change in circumstances, Devon Carers can support you in your caring role. They have a great deal of information and knowledge that they can use to save you time, and reduce your levels of worries and stress. They can provide support tailored to your needs.

If you are struggling with your caring role, please get in touch with Devon Carers straight away. Call them on 03456 434435

If you're not in urgent need, the quickest and easiest way to explore their services is to register at:

<https://devoncarers.org.uk/register-for-support/>

After registering, you'll be sent a Welcome pack, a Carer's Passport and a personalised Carer's ID card.

Devon Carers publish a quarterly magazine, packed full with the latest news, advice, training courses, carers' stories, top tips for carers, and much more.

You can view and download the current issue, and all the earlier ones, from <https://devoncarers.org.uk/information-and-advice/magazine/>



In order to raise awareness of unpaid carers' vital work, Devon Carers continually work with organisations and businesses across the county to ensure that unpaid carers are valued in their community.