

PATIENT NEWSLETTER
BOVEY TRACEY & CHUDLEIGH PRACTICE
Summer 2017

Practice News

This month we say goodbye to **Dr Rebecca French** who has been attached to the practice since February this year as part of her GP Registrar training. We wish Rebecca the best of luck with the rest of her training. Our next GP Registrar is due to join the practice in February 2018 for a twelve month placement. GP Registrars are qualified doctors who are training to become a GP through a period of working and training in a practice and have usually spent at least two years working in a hospital.

We say goodbye to **Dr Helen Reece** in August for personal reasons and we wish her all the very best. We are pleased to announce **Dr Antje Ronneberger** has been appointed to join the practice on 3rd October. Antje will be working at Riverside on Tuesdays, Wednesdays and alternate Fridays. **Dr Emma Williams** will also be joining the team on 5th September working Tuesday afternoon, all day Wednesday, Thursday morning and Friday morning until Dr Midgley returns from maternity leave.

On the nursing team **Rachael** has successfully undertaken further professional training and recently qualified as a non-medical prescriber, and **Natalie** has recently completed her Diploma in COPD. The continuous development of our team will improve the level of service we are able to offer our patients. **Sarah** our practice pharmacist has also recently qualified as a non-medical prescriber and is able to see patients by appointment to discuss or review medications.

We have recently recruited two new full time receptionists to the team and welcome **Amy** and **Mollie** as a result of some internal changes in the team and to provide maternity cover for **Jade** who leaves us at the end of August.

Patient Participation Group News

Quite a lot to tell you about in this edition....

If you've been to Riverside Surgery lately in Bovey Tracey, you've probably noticed that around the entrance and on the access ramps and steps some new beautiful green railings have been installed. The aim of these is to give extra support to anyone who needs it as they come to the surgery. Also, because of the way they have been installed wheelchair users are now protected from inadvertently going down the steps as the 'gap between the surgery doorway and the steps down to the footpath and the road was quite small. So all in all a good improvement to give extra help to those that need it and to further safeguard wheelchair users.

All this would not have been possible without the generosity of Bovey Tracey Befrienders. We really appreciate this and would like to say a big thank you to them.

If you want to know more about what the Befrienders do in Bovey Tracey then you can find out more about them here.

http://www.cottagemagazine.co.uk/news_detail.cfm?item=623

If you are able to help The Befrienders with car driving and giving lifts, there is more information here....

<http://www.towerhousesurgery.co.uk/News/ee77591a-73ad-48b8-9590-0152a8902f74>

Automatic Doors at Tower House Surgery.

We are also researching how we might automate the doors at Tower House Surgery in Chudleigh, as the automatic door works well at Riverside. We are in the process of getting quotations and finding out what exactly has to be done to see this happen.

It can be difficult to navigate the doors if you use a wheelchair or have a buggy or pram to bring in. In the meantime if you need help to access the surgery please ring the door bell and wait for assistance. Please be patient as the receptionist may be dealing with another patient.

Message in a Bottle

What is the Message in a Bottle?

The **Lions Message in a Bottle** scheme, is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge. Whilst it is focused on the more vulnerable people in our community, anyone can have an accident at home, so this scheme can benefit anyone, including you.

How does the scheme work?



As the name suggests, the personal information is kept in a small plastic bottle. The bottle has a push-fit lid and is big enough to hold the necessary information. The bottle is then kept in the fridge, where the emergency services will expect to look for it in the event of being called to your home.

They will be alerted to your membership of the scheme by two 'green cross' labels. One is fixed to the back of the front door (or the door most used to access the premises), the second is attached to the door of the fridge.

Get in touch with the surgery if you think you or a friend might benefit from this neat idea.

Flu injections

We know it's still meant to be summer but nevertheless an early notification of dates for this year. Appointments for these morning sessions are now bookable online. This year's vaccine is

the newly developed Quadrivalent vaccine.

Saturday, October 7th at Riverside Surgery, Bovey Tracey – By appointment

Saturday October 14th at Tower House Surgery, Chudleigh – By appointment



Our Facebook page is alive and well. There is an increasing amount of useful information on there to browse on the posts we have made so far. If you have not visited yet you can find us at the address @RATHPPG. You can also find the minutes to all our meeting on the surgery website here

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

You will also find all our leaflets there too and about how you can become involved with the PPG, or you can browse the PPG Information Folders in each waiting room.

Pharmacy First Minor Ailments Service

The CCG has taken over commissioning of Pharmacy First Minor Ailments Service via Patient Group Directions (PGD), with minor changes, until 31 March 2018. The purpose of the service, currently commissioned by NHS England, is to ensure that patients can access self-care advice for the treatment of specific ailments and, where appropriate, receive a prescription-only medicine rather than via their GP, out-of-hours provider or A&E.

This is convenient for the patient, and frees up capacity in primary care and in urgent and emergency care services.

The ailments covered are: **conjunctivitis, urinary tract infection, impetigo and nappy rash.**

SystemOnline

Blood Test (Phlebotomy) Appointments

We now have Blood Test Appointments available to book via SystemOnline. These appointments can be booked if you have been asked to have a blood test by your **GP or Hospital Doctor** (you should be given a form by the hospital which you need to bring along to the appointment); require regular blood tests for attendance at our **Healthy Heart/Diabetic Clinics** or have regular blood tests for **medication monitoring** purposes. These appointments are with our Phlebotomist and are for blood tests only.

Friends & Family Survey

We have added the Friends & Family Survey to the Questionnaire Section on SystemOnline. This survey asks for your feedback about your most recent visit to the Surgery, and how likely you are to recommend us to your friends and family if they needed similar care &/or treatment.

The questionnaires are available from our Reception Desk and also via our website. The results are published monthly on our website <http://www.towerhousesurgery.co.uk/pages/Friends-and-Family-Survey-Results>

Text Messaging

In addition to our Confirmation and Reminder Text Messaging Service for Appointments we are now contacting patients via text for other routine matters such as follow-up appointments required; repeat tests needed; prescriptions available for collection; routine vaccinations/immunisations are due. These text messages are confidential and do not contain any information of a sensitive nature. Feedback from patients has been positive as it allows them to contact the surgery regarding their care at a time suitable to them. If no response is received to the text our usual procedure of contacting the patient via letter is followed.

Seasonal Influenza Vaccinations – Appointments Available to Book

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 2018)
- **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.
- **Morbidly obese** with a BMI of 40 and above
- **Children aged two and three years on 31st August 2017** (We will be holding separate clinics for our children and will contact you to make the appointment)

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 in Reception Class and School Years 1, 2, 3 & 4

Appointments 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.

DID NOT ATTEND (DNA's)

If you are unable to book an appointment to see your doctor or nurse it may be because someone else has failed to cancel an appointment they no longer need.

In the month of July:
41 doctor's appointments (over 9 hours) and 110 nurse appointments (over 24 hours) were wasted at Riverside and 25 doctor's appointments (over 4 hours) and 48 nurse appointments (over 10 hours) were wasted at Tower House.

This means another 224 patients could have been seen in July!

IF YOU CANNOT KEEP YOUR APPOINTMENT PLEASE CANCEL IT.

Have you signed up for online access so that you can manage your own appointments?

Have we got your correct mobile telephone number so that we can confirm your appointment at the time of booking and send you a reminder 48 hours in advance?

Patients may be removed from the practice list if they fail to keep appointments.

Prescribed Health Advice at your Fingertips

Health information for patients is now available as short videos on many different topics from Blood Pressure, Children's Allergies, COPD, Dementia, Diabetes, Inhaler Technique, Mental Health, Self Care, Stroke Care, Weaning.

Less text to read, easier to understand, watch whenever or wherever you want, save and watch again.

Visit www.hcvideos.co.uk

Important Information about your Medical Records

Many people think that their GP 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 (including the Out of Hours Doctor and Community Nurse). This can mean some important information is not being communicated between health services as well as it could be.

To help, South Devon and Torbay Clinical Commissioning Group launched a **Shared Records (Making your local health record work better for you) Programme** early this year.

Further details of the Shared Records Programme can be found on our website (see the link below) and the **Making your Local Health Record Work Better for You** leaflet contains lots of useful information as well as a telephone number and e-mail address should you have any questions.

<http://www.towerhousesurgery.co.uk/pages/Patient-Confidentiality--Shared-Records>

Once you have made your decision on sharing your medical records please complete the **NHS Patient Information Sharing – My Choices Consent Form** and return it to your Surgery. This form is available from Reception and our Website.

At the moment only 9.3% of our patients have let us have their decision on their Shared Record, so please do take a few minutes to look at this important information.

Research Opportunity

Are you seeing your GP or Physiotherapist for the first time because of joint or muscle pain?

OR

Are you a family member (mother, father, sister, brother or child over 16) of someone with Rheumatoid Arthritis?

If so, we'd like to hear from you as we are currently recruiting to a research study run by the Early Arthritis Study Team at Chapel Allerton Hospital in Leeds. Contact your surgery and ask the Receptionist to add your name to the Early Arthritis Study Waiting List, and a member of the Research Team will give you a call to discuss the study in more detail.



Are any of these activities becoming a struggle?



Getting in and out of bed?



Sitting comfortably?



Eating and drinking?



Preparing meals?



Having a bath or shower?



Getting to the toilet?



Moving around?

Do you need equipment to stay safe and independent at home?



Contact us...



Telephone or email us for advice



01392 380181



ilc-exeter@devon.gov.uk

Visit us by Appointment:

Mondays, Tuesdays, Thursdays and Fridays
Or

'Drop in' on a Wednesday between 10.00am-3.00pm



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