

Newsletter for Patients

Riverside Surgery, Bovey Tracey
Tower House Surgery, Chudleigh

Winter 2017 Issue



Practice News

Doctors

We welcomed Dr Emma Williams to the practice in September. Emma works at Riverside on Tuesday afternoon, all day Wednesday, Thursday morning and Friday morning and will be with us until the end of February when Dr Midgley is due to return from maternity leave.

Dr Antje Ronneberger joined the team in October on a permanent basis as a salaried doctor and works at Riverside all day Tuesday, all day Wednesday and alternate Fridays.

In September, Dr Nicci Soffe dropped her Tuesday afternoon session and this is now covered by Dr Deborah Hughes. As a result of this change, we are now able to offer patients the contraceptive implant at Tower House as well as Riverside.

Christmas and New Year Opening Hours

Friday, 22nd December	8.30 – 1.00pm & 2.00 – 6.00pm
Monday, 25th December	CLOSED
Tuesday, 26th December	CLOSED
Wednesday, 27th December	8.30 – 1.00pm & 2.00 – 6.00pm
Thursday, 28th December	8.30 – 1.00pm & 2.00 – 6.00pm
Friday, 29th December	8.30 – 1.00pm & 2.00 – 6.00pm
Monday, 1st January	CLOSED
Tuesday, 2nd January	8.30 – 1.00pm & 2.00 – 6.00pm

Extras at Riverside



Bike Rack

Many thanks to **Bovey Futures**, the new community development organisation for Bovey Tracey, Brimley and Heathfield, who donated and installed a new bike

rack at Riverside Surgery for use by all local residents. We hope cyclists of all ages who wish to cycle to the practice will be pleased that they will now be able to park their bikes securely.

Cycling is great exercise which not only improves the environment but also promotes health and fitness.

Equipment

A huge thank you to **Riverside Befrienders** who have recently funded:

- ❖ an examination couch
- ❖ two devices to help assess a patient's suitability for an inhaler, and
- ❖ three fingertip pulse oximeters to measure heart rate together with oxygen level in the blood.

This new equipment is very much appreciated by the practice and will help us provide a better service to our patients.

**Have you enough medication to last over Christmas and New Year?
You can order your repeat medication up to two weeks in advance.
Why not sign up to do it on-line? See page 4 for details.**

Practice wins a Major National Award for Health Research

The annual ceremony for the announcement of the Royal College of General Practitioner Research Awards was held recently in Liverpool. These awards are run in partnership with the National Institute for Health Research (NIHR).

Our Award

Picking up the Practice Award, the South Devon team at Riverside surgery in Bovey Tracey and the Tower House surgery in Chudleigh were praised for demonstrating excellence and innovation in delivering NIHR research in primary care.

Dr Danny Thomas, the practice research lead, said, "We are very proud to have won this award. This is a great reflection of all the hard work and commitment from our research team, the practice staff, and most importantly, the patients who have generously volunteered to be part of our research work."

"Research adds interesting variety to my role as a GP and enables me to be part of the wider medical community. As a practice, it helps keep us up-to-date and contribute to the leading edge of medical progress. It builds teamwork across clinical and non-clinical roles, and also encourages staff to develop new skills. It allows patients to be engaged with their healthcare and contributes a real difference to the lives of other people with their health conditions."

Current Studies

The practice is currently involved in five research studies, looking at conditions including kidney disease and arthritis. The practice research team has recruited 70 people to participate in clinical research studies already this financial year and the practice was highly commended last year for having the highest number of people recruited to research

trials in Devon and the whole of the Clinical Research Network South West area from Somerset to Cornwall and the Isles of Scilly.

Dr Lisa Gibbons, primary care research lead for the NIHR in the South West, said, "This is a fantastic achievement and very well-deserved. The contribution that the Bovey Tracey and Chudleigh Practice team has made to clinical research is very worthy of celebration—by providing their patients with opportunities to take part in the latest clinical trials, they are giving them access to the latest treatments and technologies available for a broad range of health conditions."



(L to R) Rachel Minty; Lead Research Nurse, Dr Terry Kemple, RCGP President; Jodie Rice, Lead Research Healthcare Assistant.

Minor Ailments Service from Your Local Pharmacy

You can easily access self-care advice for the treatment of some specific ailments and, where appropriate, receive a prescription-only medicine from your local pharmacy rather than having to visit your GP, contact an out-of-hours provider or a hospital A&E department.

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
- ❖ nappy rash

Prescribed Health Advice at Your Fingertips

Health information for patients is now available as short videos on many different topics including 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: go to <http://www.hcvideos.co.uk/>

To see the latest video on flu go to: <http://www.hcvideos.co.uk/flu-jab/>

The Herbert Protocol—protecting people with dementia

It's not unusual for someone with dementia to wander off away from their carer or family and this can be very worrying and frequently involves getting the involvement of the emergency services. The aim of the Herbert Protocol is to help by putting a system in place which will give the emergency services the best possible information should there be a need for them to become involved in a search for someone with dementia.

The Herbert Protocol sounds as if it might be something really complicated but it comes down to filling in a form which is kept at home, or in a safe place, with important information about a vulnerable person. This information will then be easily on hand: about their routines, medical requirements and favourite places they like to visit.

If someone goes missing, the form with all its useful information can be handed over to the police, thus avoiding the worry of collecting during a stressful time all of the relevant details about the missing person.

Note that the form is in addition to any existing safeguarding and security measures.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia.

Download the form

You can download the form from the link shown below.

<https://www.devon-cornwall.police.uk/advice/missing-persons/information-needed-to-find-the-missing-herbert-protocol/>

Who decides who is at risk?

If you think that your family member or friend is at risk of leaving their home and going missing or already has a history of this please fill in the form as soon as possible.

If you are a carer the judgement should be based on your professional opinion.

Who completes the form?

The form can be completed by a family member or, with the permission of the next of kin, friend or neighbour working together with the vulnerable person.

If the person is in a care setting, or the person filling in the form is a home carer or a representative of a partner agency, take advice from your management on your organisation's protocols.

The form should be completed and regularly updated, so that all the information is as relevant as possible. A recent photograph of the person should also be kept with the form.

When should the form be sent to the police?

The police need the form only at the point when the person is reported missing. There is no need to hand the form to police before then. The form will be returned once the person is found.

Where should the form be stored?

It should be stored in an easily accessible place in the person's home but kept out of sight of visitors as the information is confidential.

In the care setting it should be stored in accordance with data protection laws, but where you can find it quickly.

What should you do if the person goes missing?

After you have conducted an 'open door' search of the address, grounds and outbuildings and you believe a person is missing, alert the police at the earliest opportunity.

If you believe that the person missing is at a high risk of harm, please call 999. Tell the police operator that you have the Herbert Protocol person profile.

Sharing Your Medical Record

Over 2,000 of our patients have now signed up to share their medical record.

Sharing your information can improve both the quality and the safety of care you receive, and in some cases can be vital in making life-saving decisions about your treatment.

With your consent we can share key information from your GP medical notes with out-of-hours GP


services, hospital A&E units, community hospitals, and community nurses, all of whom may, at various times in your life, be looking after you.

For further information, or to sign up, follow this link or contact our reception team.

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

More than 95% of our patients let us know if they can't attend for their appointments—and we can then give the appointments to other patients.

You can cancel your appointment easily by phoning us on one of the numbers shown below or by going to our website <http://www.towerhousesurgery.co.uk> and

clicking on the button  or, if you've registered to use SystmOnline (see page 4), cancel your appointment after logging on as usual.

Riverside: 01626 832666

Tower House: 01626 852379

Change Your Life, One Small Step at a Time

“One small step to a healthier you” is the rallying cry from the website www.onesmallstep.org.uk. The philosophy behind the website is the idea that we can all change our lives for the better by taking small steps towards goals such as:

- ❖ stopping smoking
- ❖ getting to a healthier weight
- ❖ being more active
- ❖ drinking less

OneSmallStep is a tailored service for the people of Devon to provide the help which so many of us need in order to achieve our goals. There's a OneSmallStep app—called **Rally**—which will be made available to you once you have registered on the website <https://content.rallyhealth.com/onesmallstep/>.

Have a look at the wealth of information and help available on the scheme's resource pages at <https://www.onesmallstep.org.uk/content/ouk-devoncty/livewelldevon/home/gp-landing.html>.



Get Access to Our On-line Service

Our on-line service **SystmOnline** allows you to order repeat medications, book GP appointments, keep your contact details up to date, and access your Summary Patient Record—which includes allergies & drug sensitivities. Access to coded medical information can also be applied for using SystmOnline. Due to the complexities of nurse appointments, these are not available to book on-line at present.

In order to register for this service, call into the surgery with some form of photographic identification

and a member of our Reception Team will then issue you with a printed copy of your unique login details.

If you would like to register on behalf of another person, written consent and their photo ID will be required along with a completed application form. For those under 13, any proof of identification such as a birth certificate will be accepted.

For full details of how to register for on-line access, go to: <http://www.towerhousesurgery.co.uk/pages/Online-Access>

Want to Find Out What's On in Bovey Tracey or Chudleigh?

Visit:

<http://www.boveytracey.gov.uk/> or <http://www.chudleigh-tc.gov.uk/>

Chudleigh Activities

Do you know how many groups there are in Chudleigh for all sorts of activities? You can ask in the Town Hall reception office, manned (... or womanned) every morning till 1.00pm, and sometimes later.

If you are musical, you could try hand bells. There are also crafts including sewing, knitting and quilting. For more physical action, try Gina's aerobics

for the more mature (or the very fit!). Chudleigh Environment Group and Chudleigh Wild do odd gardening jobs around the town to improve habitats for wildlife.

There is information on the web (see the web address in the previous item), and in newsletters in the library and Town Hall: come and find out.

Current Topics: Patient Participation Group (PPG)

If you'd like to find out about the Patient Participation Group and what it does, go to:

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

Automated Doors at Tower House Surgery, Chudleigh

We are making progress in getting self-opening doors at Tower House surgery in place. Quotes are being gathered to scope the cost of the work and we are in the process of applying for grants to fund the exercise. When the project is completed, access into the surgery will be much improved, especially for anyone with limited mobility or using a wheelchair or a buggy.

In the meantime if you are finding access difficult there is a bell on the left hand side of the doors and if you ring it one of the receptionists will come out and open the doors for you. They will come as soon as they can, but occasionally they might be dealing with another patient, which could delay their response.

Patient Survey.

Our annual patient survey is taking place. If you visit either surgery it's likely you will be asked if you would take part. The outcomes from this survey are analysed by the practice and the PPG and the findings are used to help improve the provision available.

If you do have the opportunity to take part in the survey, it would be great if you could complete it and return it, so that your voice is heard.

Annual General Meeting of the PPG

In line with the PPG constitution we will hold our AGM in January. You can read about the arrangements in our terms of reference: <http://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys>

Last year we held our Annual General Meeting at Riverside Surgery, Bovey Tracey, and then held an open meeting at Tower House Surgery, Chudleigh. This year we will reverse the process, with the AGM at Tower House and the open meeting at Riverside.

Annual General Meeting.

Wednesday, 17th January at Tower House Surgery, Chudleigh at 6.00pm

Open Meeting

Monday, 29th January at Riverside Surgery, Bovey Tracey at 6.00pm.

Who Can Come To These Meetings

All patients and their carers and staff are welcome at the AGM and the open meeting. An agenda will be published beforehand.

Seasonal Influenza Vaccinations

Appointments Are Still Available While Stocks Last

Public Health England and all our doctors recommend that you attend for an influenza vaccination if you are in 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 parents to make the appointment.)

The following children are also advised to have the vaccination but this will be arranged via their school rather than through the practice.

- ❖ Children in reception class and school years 1, 2, 3 and 4

Vaccination appointments are still available for you to book.

You Can Use SystmOnline for Booking Vaccination Appointments

If you haven't signed up yet for on-line access, please contact our reception staff, in person or by telephone (see page 4 for further details).

Extension of NHS Seasonal Influenza Vaccination Programme

Flu is a highly infectious disease which in some cases can lead to serious complications, particularly in people who have long-term health conditions. It is therefore important that all steps are taken to protect health and social care staff, and the people they care for, from the risks of flu.

NHS England has therefore recently announced an extension to the seasonal influenza vaccination programme to include:

Health and social care staff, employed by a registered residential care home or nursing home or

registered domiciliary care provider, who are directly involved in the care of vulnerable patients or clients who are at increased risk from exposure to influenza, (meaning those patients/clients in a clinical risk group or aged 65 years and over).

Eligible social care workers will need to bring to the practice appropriate confirmation of their eligibility (for example, an ID badge, a letter from their employer, a recent pay slip).

For more information, please contact reception at either surgery.

Shingles Vaccinations

Latest figures from the Screening and Immunisation Team for the South West of England show that our practice's uptake for the shingles vaccination is well above the national and local averages.

We have vaccinated 67.7% of patients aged 70 (the national average is 42%) and 57.4% of patients aged 78 (the national average is 42.4%).

Eligibility for the Shingles Vaccination

From 1st April 2017, eligibility for shingles vaccination was changed to:

- ❖ the date a patient turns 70 years
- ❖ the date a patient turns 78 years (for the catch-up cohort)

The vaccine is also available for those previously eligible but who missed immunisation.

For example:

- ❖ anyone in their 70s who was born after 1st September 1942 and has not yet had the vaccine
- ❖ anyone aged 79 years old who has missed out on the vaccine

Patients remain eligible for the shingles vaccine up until their 80th birthday—people aged 80 years and over are not eligible for the shingles vaccination because the vaccine becomes less effective as people get older.

Information About Shingles and the Shingles Vaccination

There's a very good 8-page leaflet you can download to find information on what shingles is and how effective the shingles vaccination is in protecting you.

The link for the leaflet is:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/623656/Shingles_2017_A5_leaflet.pdf

