

PATIENT NEWSLETTER
BOVEY TRACEY & CHUDLEIGH PRACTICE
Autumn 2016

Practice Team News

Debbie Fenwick is currently attached to the practice for her final student nurse placement and we are delighted that Debbie will be joining us on a permanent basis as a full time practice nurse in September.

Opening Hours

The practice is open between 8.30am – 1.00pm & 2.00pm – 6.00pm on weekdays. We close between 1.00pm – 2.00pm to allow doctors and nurses to make home visits, prepare clinic rooms for the afternoon sessions, staff meetings and education, and to get a bite to eat!

If lunchtime closing causes you a problem, did you know we do maintain a telephone service but if you want to order a repeat prescription or book an appointment you can do this online and if you need to collect a prescription we can arrange for this to be sent to a pharmacy of your choice.

Speak to a member of our reception team or visit our practice website at www.towerhousesurgery.co.uk to get signed up to online access.

Dubious about online access? No need, according to one patient who recently signed up:

“Just a plaudit for the practice for SystmOne online which I've just started using. It is a fantastic tool to help patients monitor their health and take responsibility for their process – I've been in IT for many years and know a very user friendly site when I use one - many thanks, good work!”

Appointments for Blood Tests

We are aware that there are occasions when patients may have to wait several days for a blood test. Please be assured, that if you require an urgent blood test your doctor will arrange a same day appointment. However **patients can help**. If patients who require a regular INR monitoring test book their appointment in the afternoon, this will free up appointments for blood tests in the morning. Blood tests cannot be performed in the afternoon due to courier services needing to transport the samples to the laboratory in a timely manner whereas INR monitoring tests are carried out in-house and can be done at any time.

Extension to Riverside Surgery

The extension at Riverside is finally complete and now fully operational. Dr Maybin has moved his consulting room from the first floor to the ground floor to improve access and Dr Ward has also moved into a new consulting room to improve our standards for minor procedures.

Dr Maybin's existing consulting room on the first floor is now being upgraded and will give us greater flexibility with rooms and allow us to increase our capacity for treatment room procedures, research and medical & nursing students. Dr Ward's existing consulting room will be allocated to our GP Registrar, Dr Anne Tufnell-Barrett.

On the first floor we now have all our medical records stored securely, and with easy access. A new office has also been created for the summarising of all new medical records which reduces the movement of notes from one site to the other, further improving security.



CCG Public Consultation – Have your say

The CCG have now completed the NHS England assurance process and will run a 12 week formal consultation on the re-shaping of community health services in South Devon and Torbay. Public meetings will be held in:

Phoenix Hall, St Johns Lane, Bovey Tracey on 13th September at 4.30pm & 7.30pm
and

Chudleigh Town Hall, Market Way, Chudleigh on 16th September at 6.30pm.

For more information please visit:

www.southdevonandtorbayccg.nhs.uk/community-health-services

or email sdtccg.consultation@nhs.net

or write to South Devon and Torbay CCG, Pomona House, Torquay, TQ2 7FF.

Inhalers: It's Not Like Riding a Bike! Refresh your Inhaler Technique

Inhalers are commonly used to treat conditions such as asthma and COPD. Using inhalers correctly is vital to get the medication into your lungs. However, several studies have shown that inhalers are frequently unintentionally used incorrectly. They are several points to remember when using an inhaler and bad habits can creep in!



- Have a look at the videos on this website: www.wessexahsn.org.uk. How does your technique compare?

- Ask your community pharmacist or Practice Nurse to go through your inhaler technique with you.



There are many different inhaler options. If you are not getting on with your inhaler, get in touch: we want you to get the maximum benefit from your medication and be confident in your inhaler.

MINOR AILMENTS AND CONDITIONS, SUCH AS:

- Eye infections, coughs, colds, sore throats, blocked nose, or ear ache
- Teething and nappy rash
- Hay fever, cold sores, mouth ulcers
- Diarrhoea, thrush, uncomplicated urinary tract infections
- Skin rashes, impetigo, threadworms, athlete's foot

Go to your local pharmacy/chemist, or dial 111, or visit NHS Choices at: www.nhs.co.uk.

All pharmacies have staff who are trained to treat minor ailments and the conditions listed above. They usually have an area or consulting room if you want to have a conversation in private in confidence. They will also tell you if they think you need to seek other medical advice. They can help you understand the medicines you are taking and how to get the best from them.

Extended Hours

Following discussion with our Core PPG and approval from NHS England we have changed our Extended Hours. From the 1st October we will offer appointments from 6.30pm on:

Alternate **Monday** evenings at **Riverside Surgery**
and

Alternate **Wednesday** evenings at **Tower House Surgery** (instead of Saturday mornings).

You can pre-book a telephone consultation or a face-to-face appointment with a doctor, practice nurse or healthcare assistant during these sessions.

Did you know you can book these appointments online?

Seasonal Influenza Vaccinations

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 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 aged 65 years or over** (including those becoming 65 years by 31st March 2017)
- **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**

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 of school years 1, 2 and 3

Appointments in our two main clinics 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.

Saturday 1st October – Riverside Surgery (by appointment)

Saturday 15th October – Tower House Surgery (by appointment)

National GP Survey

The results of the latest national GP Survey were published in July 2016. Ipsos MORI administer the survey annually on behalf of NHS England. 220 of our patients were randomly selected to receive a postal questionnaire giving patients the opportunity to comment on their experience of their GP practice.

The survey asks about your experiences of your local GP surgery and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, the quality of care received from their GP and practice nurses, amongst other things.

The practice survey results are now available on our practice website at www.towerhousesurgery.co.uk under Patient Participation Group, Reports & Other Surveys. Or visit www.gp-survey.co.uk for further information and to see comparative data.

What this practice does best:

- 98% of respondents say the last nurse they saw or spoke to was good at giving them enough time
Local (CCG) average: 95% National average: 92%
- 95% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern
Local (CCG) average: 93% National average: 91%
- 99% of respondents had confidence and trust in the last nurse they saw or spoke to
Local (CCG) average: 98% National average: 97%

What this practice could improve:

- 87% of respondents say the last appointment they got was convenient
Local (CCG) average: 94% National average: 92%
- 54% of respondents with a preferred GP usually get to see or speak to that GP
Local (CCG) average: 60% National average: 59%
- 71% of respondents are satisfied with the surgery's opening hours
Local (CCG) average: 76% National average: 76%

We shall be discussing the results of the survey with our PPG at the next meeting.

Patient Participation Group

Further to the article in the last newsletter, the Patient Participation Group (PPG) has been busy. Several new members have joined the PPG Core Group as a result of recent publicity. We continue to look for new members to ensure we are representative of our patient population. You can be involved as much or as little as you like depending on how much time you can spare. The Core Group meets every couple of months but we also have lots going on between meetings where we would appreciate your input; for example proof reading a leaflet or answering email surveys. If you are curious and want to know a bit more please contact our Chair Michael Benson or the Practice Manager Amanda Coleridge via btcp.ppg@nhs.net or please leave your details at reception. Your experiences matter and you can bring different ideas to the practice for the benefit of others.

The PPG has now produced 3 leaflets that are available online (<http://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys>) as well as in the waiting areas at the surgeries and other locations served by the practice. If you are interested in delivering a few in your area or have suggestions for where they can be distributed then please get in touch.

The first leaflet explains the role of the PPG as facilitators of good relations between patients and the practice by providing constructive feedback and working collaboratively to improve services and facilities for patients. One example of our recent interaction with the practice concerned proposals to change the extended hours appointments at the Chudleigh site. It was very useful to discuss the options and ultimately offer support for a pragmatic solution.

Our second leaflet explains what to do when you are unwell including getting an appointment and making the best use of it. With ever increasing pressures on NHS resources it is in all our interests to access the most appropriate NHS service and the leaflet explains the options available to you.

Our third leaflet details other medical services in the area including podiatry, health visitors, physiotherapy and mental health services. It includes handy contact information too. Please have a look at the leaflets and let us know what you think.

We are working towards setting up a PPG Facebook site which will enable us to share a wide range of health related information.

Members of the PPG will be at the forthcoming 'Flu sessions' so pop along and have a chat to one of us about what we do and how you can be involved or be kept informed.

More details about the PPG including minutes of meetings are available here <http://www.towerhousesurgery.co.uk/pages/Patient-Participation-Group-Reports--Other-Surveys>