

# Newsletter for our patients

December 2022

**Riverside Surgery**

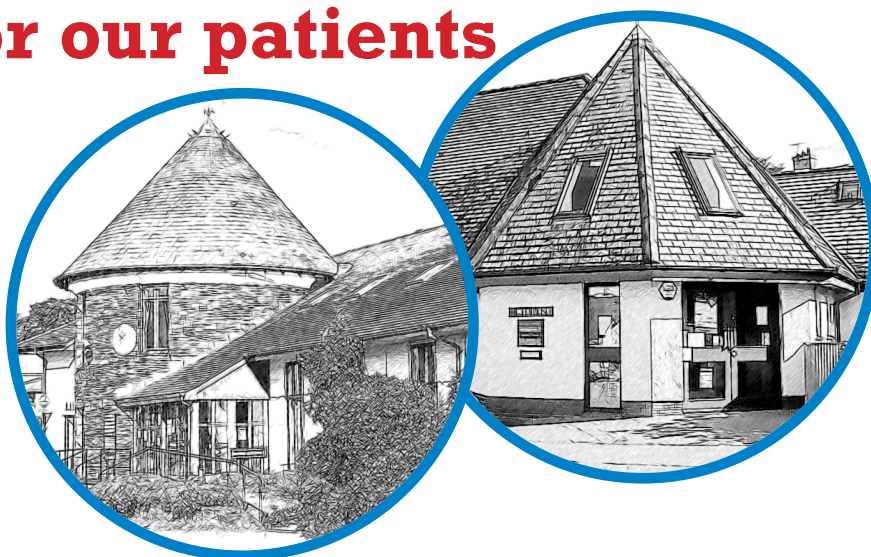
**Bovey Tracey**

**01626 832666**

**Tower House Surgery**

**Chudleigh**

**01626 852379**



*Our doctors and staff send  
Christmas Greetings and Best Wishes for the New Year*

## Practice Staff News

Since our last newsletter, we have welcomed many new members of staff: we would therefore like to give a warm welcome to Emma and Laura (Practice Nurses); Hayley (HCA) who joined our Nursing Team; Dr Jack Pothecary (GP Registrar) and Dr Thea Collins (Salaried GP) who joined our clinical team; and Tracy, Hayley, Carol and Sue, who joined our admin team.

They have all settled in really well and have already shown themselves to be great additions to our team.

Alicia left our admin team in September. We would like to wish her the best of luck in her new role and thank her for being such a great colleague! In her place, we recruited Mandy, who joined us at the end of October.

## Masks

We strongly encourage all patients and visitors to wear a mask or face covering when consulting with our clinicians (unless you have a health

condition which exempts you from wearing one).

Face coverings primarily protect others, so they're a key way of preventing spread of infection.

## Our staff will be masked

For your protection, our clinical staff will continue to wear masks.

## Autumn Covid Boosters

The autumn booster vaccination programme began on 1st September.

Please remember that our practice does not carry out Covid vaccinations, nor can we book appointments.

If you are in one of the following groups, you are

## Christmas and New Year Opening Hours

Friday, 23rd December	8:30 – 1:00pm & 2:00 – 6:00pm
Monday, 26th December	CLOSED
Tuesday, 27th December	CLOSED
Wednesday, 28th December	8:30 – 1:00pm & 2:00 – 6:00pm
Thursday, 29th December	8:30 – 1:00pm & 2:00 – 6:00pm
Friday, 30th December	8:30 – 1:00pm & 2:00 – 6:00pm
Monday, 2nd January	CLOSED
Tuesday, 3rd January	8:30 – 1:00pm & 2:00 – 6:00pm

Please note, our phone lines are staffed continuously from 8:30 a.m. until 6:00 p.m.

On the days when we are closed, you can call our usual telephone numbers and you will be redirected to the out-of-hours service, just as you are throughout the rest of the year. Alternatively, call 111.

eligible to have an autumn booster. Be sure not to miss your booster!

- ❖ Residents in a care home for older adults and staff working in care homes for older adults.
- ❖ Frontline health and social care workers.
- ❖ All adults aged 50 years and over.
- ❖ Aged 5 to 49 years in a clinical risk group, as set out in the Green Book.
- ❖ Aged 5 to 49 years who are household contacts of people with immunosuppression.
- ❖ Aged 16 to 49 years who are carers, as set out in the Green Book.

Vaccinations for local care home residents and our housebound patients have been managed in-house: all eligible patients have been contacted.

### Don't miss your booster

If you're eligible but haven't yet had your autumn booster, you can book your own appointment, either by phoning **119** or by booking on-line at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

### Men's Weight Loss Programme

Here's an opportunity for men to make healthy habits their new normal with **Gutless**, a free

men's weight loss programme for residents in Devon (funded by Devon Council).

Over ten group sessions, the programme will teach you about nutrition and behavioural science, equipping you with the tools to take charge of your health, without giving up the things you love!

Five reasons to sign up:

- ❖ It's not a diet. Only **you** decide what goes in your mouth.
- ❖ It's free.
- ❖ It's fun.
- ❖ It's data driven. Evidence-based support to help you get healthier, leaner and fitter.
- ❖ It works: since 2016, the programme has helped hundreds of men make real, long-lasting changes to their health.

### What can you expect?

- ❖ One session a week for 10 weeks
- ❖ A casual, fun, laid-back atmosphere
- ❖ Learn the scientific facts about nutrition and behaviour change
- ❖ Get the tools you need to override unhealthy choices and make healthy habits for life
- ❖ Access to a private WhatsApp group to connect with other men on the course
- ❖ One-on-one support from a dedicated nutritionist who will check in with you throughout the course

For more information, please visit their website: <https://beezeebodies.com/programs/gutless/>

Over 90% of the men who complete the course lose weight, get more active, eat more healthily and improve their mood.

**HOPE PROGRAMME FOR LONG COVID**  
FREE SELF-MANAGEMENT COURSE TO HELP YOU COPE ON YOUR RECOVERY FROM LONG COVID.

Not alone #hopeprogramme

SCAN ME

START DATES  
01.06.22  
29.06.22  
27.07.22  
24.08.22  
21.09.22  
19.10.22  
09.01.23  
06.02.23

**MEET OTHERS IN THE SAME SITUATION AND TRY RANGE OF INTERACTIVE ACTIVITIES**

- ✓ goal setting
- ✓ gratitude
- ✓ mood, activity and symptoms tracking
- ✓ journalling
- ✓ online forum

BOOK NOW  
WWW.H4C.ORG.UK/COURSES  
EMAIL: HOPE@H4C.ORG.UK  
OR PHONE: 024 7736 0153

**This 8 session online course covers topics such as:**

- Self management for long COVID
- Managing long COVID symptoms e.g. brain fog, fatigue and breathlessness
- Pacing and focussing on what matters to you
- Coping with stress, change and shifting your thinking
- Getting better sleep and mindfulness
- Communication and relationships
- Eating well and moving better
- Managing setbacks
- Using your strengths to make you happier

The course is delivered online via our platform.

Available 24/7 on any device - Sessions released weekly -  
Learn at a time and pace that suits you - Remain anonymous



## Download the NHS App



Your NHS, your way



## Introducing the NHS App

You can use the NHS App **wherever you are, at any time of the day or night**. You can use it to access a range of NHS services.

The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer. For example, by visiting or telephoning your practice.

### Use the app to:



#### book and cancel appointments

book, view and cancel appointments at your GP surgery



#### view your record

access your GP medical record securely



#### order repeat prescriptions

see your available medicines and place an order



#### check your symptoms

find trusted NHS information on hundreds of conditions and treatments and get instant advice



#### register your organ donation decision

choose to donate some or all of your organs and check your registered decision



#### find out how the NHS uses your data

choose if data from your health records can be shared for research and planning

# The NHS App has really caught on.



# Use the QR code to download your copy



### The NHS App gives you more control over your health and care.

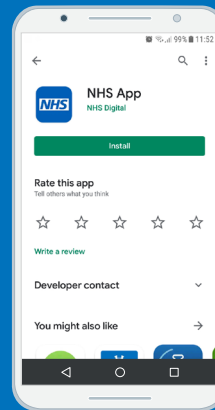
The NHS App puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.



### Owned and run by the NHS

The app is designed and operated by the NHS in England to give you access to a range of services.

We will carefully check your identity when you register for the app, which is secure and easy to use.



## Download the NHS App



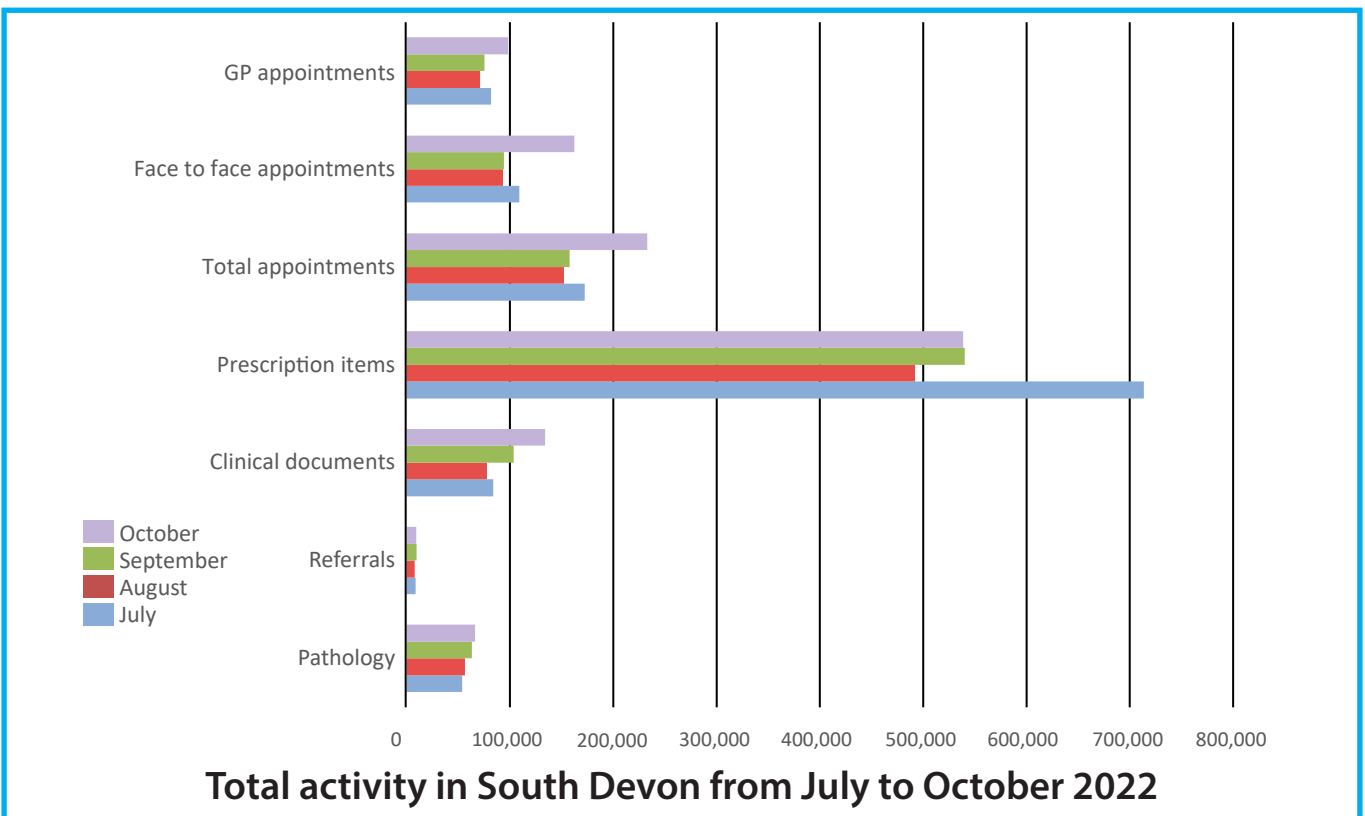
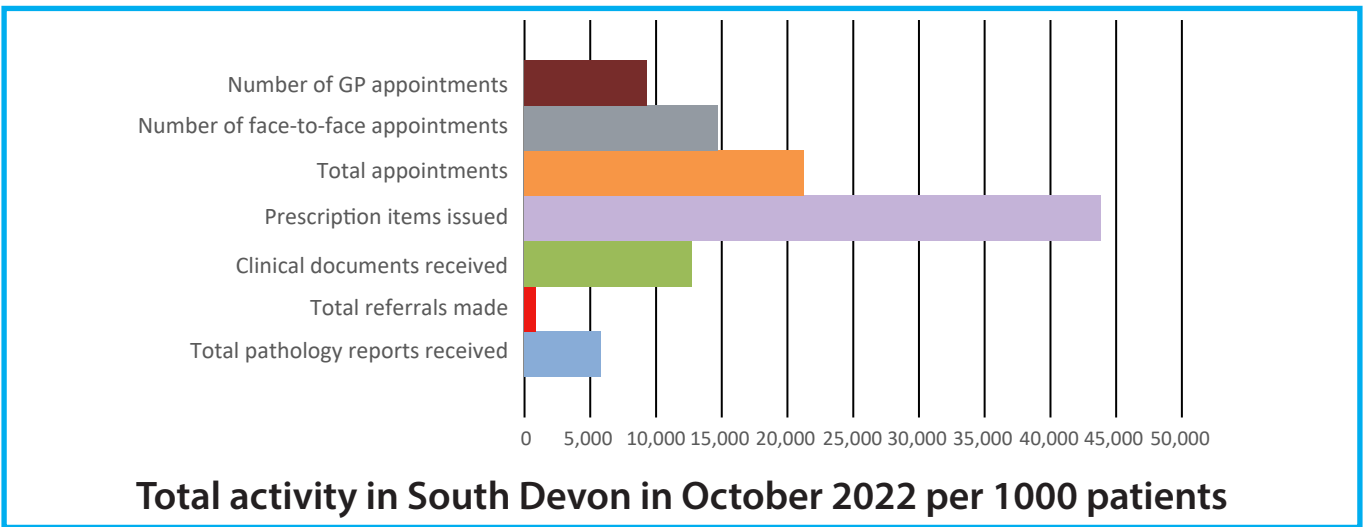
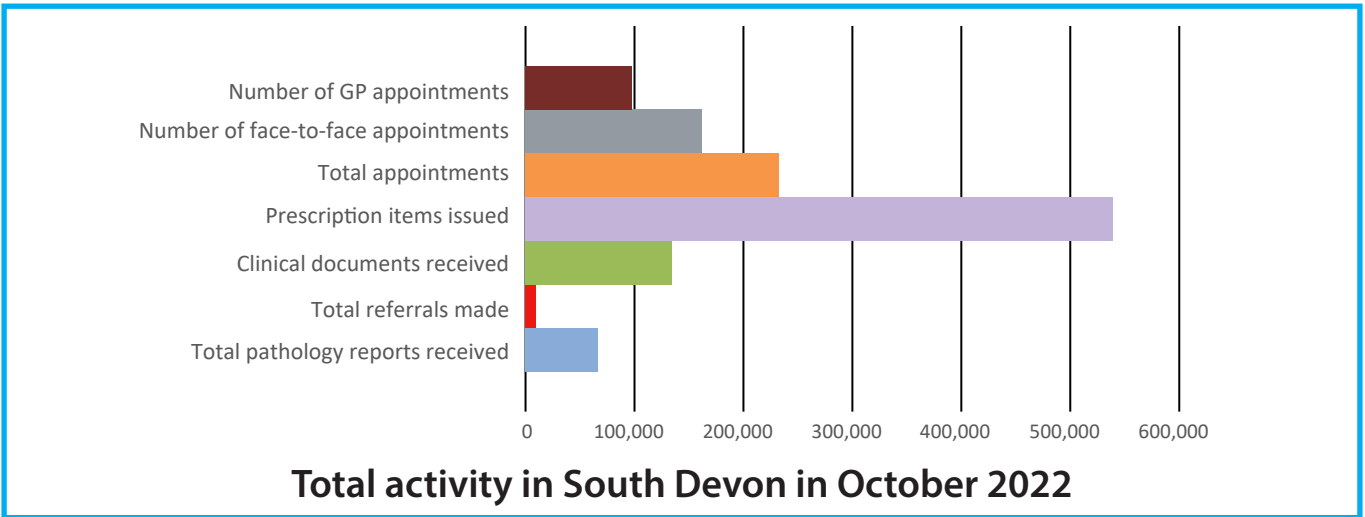
Find out more about the NHS App [www.nhs.uk/app](http://www.nhs.uk/app)



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# Latest available graphs summarising GP activities in South Devon



# GP PATIENT SURVEY

Results from the 2022 survey

## Practice details

### Bovey Tracey & Chudleigh Practice

Riverside Surgery, Le Molay, Littry Way, Bovey Tracey TQ13 9QP

L83045 Practice code

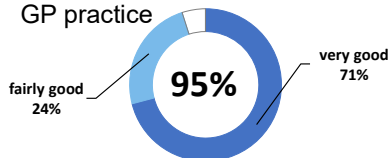
**267** surveys sent out

**125** surveys sent back

**47%** completion rate

## Overall experience

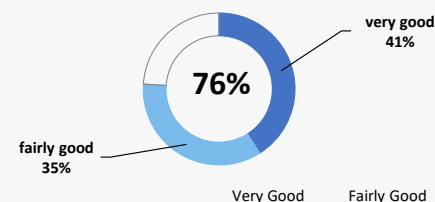
### Good overall experience of this GP practice



	Very Good	Fairly Good
National	72%	38%
ICS	80%	47%

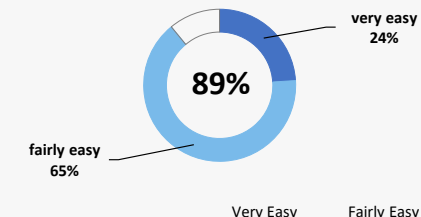
## Accessing the practice

### Good overall experience of making an appointment



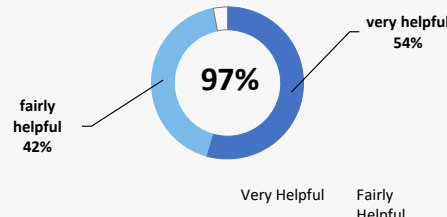
	Very Good	Fairly Good
National	56%	23%
ICS	65%	31%

### Easy to get through to this GP practice by phone



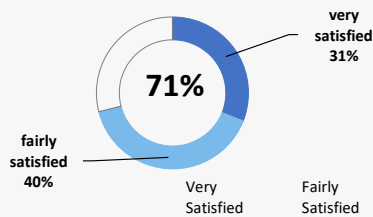
	Very Easy	Fairly Easy
National	53%	14%
ICS	62%	19%

### Helpfulness of receptionists at this GP practice



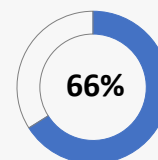
	Very Helpful	Fairly Helpful
National	82%	37%
ICS	88%	45%

### Satisfied with the general practice appointment times available



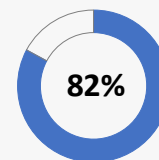
	Very Satisfied	Fairly Satisfied
National	55%	20%
ICS	63%	27%

### Offered a choice of appointment when last tried to make a general practice appointment



	Offered a choice
National	59%
ICS	67%

### Satisfied with the appointment offered



	Satisfied with the appointment
National	72%
ICS	80%

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=L83045>





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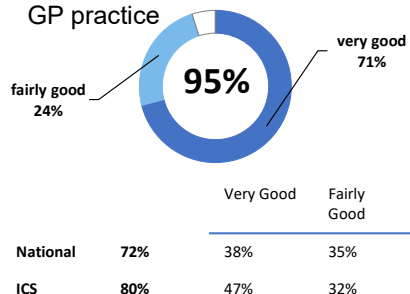
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## Overall experience

Good overall experience of this GP practice

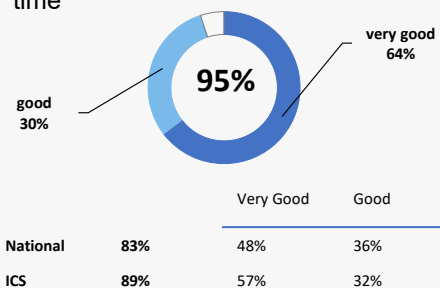


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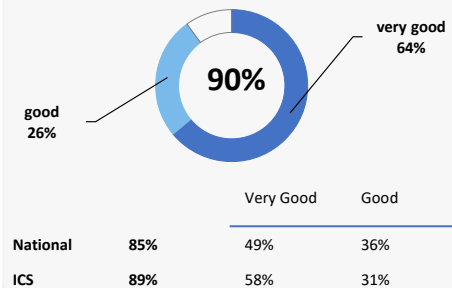


## Appointment experience

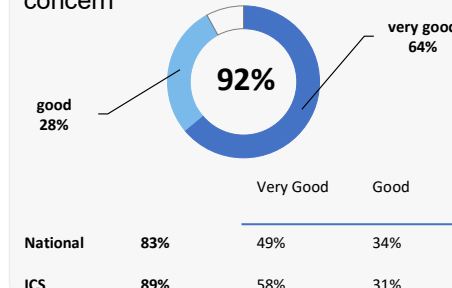
The healthcare professional was good at giving the patient enough time



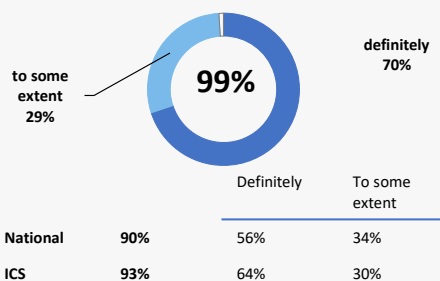
The healthcare professional was good at listening to the patient



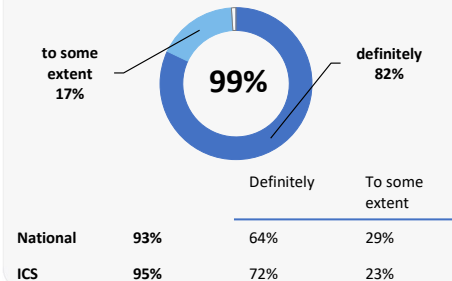
The healthcare professional was good at treating the patient with care and concern



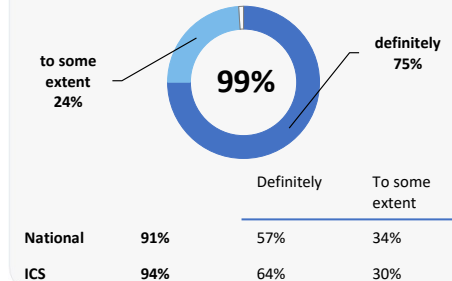
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



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