

# EAST STREET SURGERY



# NEWSLETTER



**Issue 20 – June 2015**

**Since our last newsletter there have been many changes here at the practice. We would like to thank you all for your patience and understanding towards the staff during this difficult transition time.**

Firstly we have a new IT system in place which went live on 28<sup>th</sup> April 2015. SystemOne is now up and running and although still experiencing a few problems in general most services are available.

Patients who previously registered for the Online Vision Service will have to re-register for the new online SystemOne service. Please contact reception for an application form. You will be asked to provide one form of I.D. i.e. birth certificate, driving license, passport, or bank statement etc.

Once registered you will have access to our online appointment system enabling you to book or cancel an appointment if required.

Order your repeat prescription.  
Sign up for our next newsletter.

Patients are now also able to access their medical records online. By accessing your medical record, you will be able to view your medications, allergies and adverse reactions – this is known as your Summary Care Record

## SURGERY TIMETABLE

<b>MP</b>	Dr Payne	<b>PM</b>	Dr Miller
<b>JP</b>	Dr Pike	<b>NW</b>	Dr Whittaker
<b>AM</b>	Dr Mihai	<b>SC</b>	Dr Chappell

	<b>Morning</b>	<b>Afternoon</b>
Mon	<b>JP, AM, SC,</b>	<b>JP, AM, SC,</b>
Tues	<b>JP, MP, PM,</b>	<b>MP, PM, SC,</b>
Wed	<b>AM, SC, NW,</b>	<b>AM, SC,</b>
Thurs	<b>JP, PM, NW,</b>	<b>JP, PM,</b>
Fri	<b>JP, MP, SC,</b>	<b>JP, MP, SC,</b>

**Please note we do offer a late evening surgery every Tuesday with pre-bookable appointments from 6.30 – 7.30pm.**

## East Street Surgery Staff Update

Sister Lesley Leworthy has now retired after working at the practice for 27 years. Lesley began her career in Exeter Hospital, and then came to work at South Molton Cottage Hospital becoming Matron before she left to join the East Street Surgery team in 1987; she gave her whole working life to caring for the population of South Molton.

As a practice we wish to publically thank Lesley for all her hard work and dedication she showed not only to the practice but also to all the patients she treated and cared for during her time at the practice. The team at East Street wish Lesley a happy and healthy retirement.

We welcome Sister Pam Hodgkins who joined the practice in April commencing her role as a Practice Nurse. Pam has worked with the Community Nursing Team in the past and has been working at South Molton Community Hospital. She is currently able to offer wound care, dressings, suture removal appointments, ear syringing, ECG's, blood pressure, blood tests, and asthma reviews. Sister Ruth Henry will be carrying out the remainder of routine nursing procedures as well as running the Chronic Disease clinics. There is likely to be a shortage of PN appointments during the next few weeks until Pam is fully inducted to undertake all the other aspects that her role requires.

If you have certain Chronic Diseases you will notice we are now inviting patients to attend for their annual review during their month of birth. Patients are being asked to make a longer appointment to have their blood tests and some examinations with the Health Care Assistants which can be at any time during the day, the Health Care Assistants work until 6pm most days. If required you will then be offered another appointment with Sister Henry. We hope this gives more flexibility to our patients, helping them to manage their conditions.

## Accessing health information and advice

You can now seek advice from a pharmacist for minor illness, also you can book your own appointment with the North Devon Depression and Anxiety Service (DAS).

If you have any questions or concerns re your sexual health - advice and appointments can be organised by yourself by a simple phone call.

These services are listed below. Please feel free to use them. However, should you need further advice then please speak to your GP or Nurse at the surgery.

### Pharmacy First Scheme

Day Lewis and Boots pharmacy are now accredited for the winter ailments and the minor ailments services. Both of these services have been designed to alleviate pressure from Doctors surgeries, to save GP appointments, and also to save time for yourself.

Pharmacy First is a new scheme which allows people with certain minor ailments and conditions to go straight to their pharmacist to receive a consultation and treatment without needing to visit their GP to get a prescription first.

Our local pharmacies can provide treatment for the following:

- Antimalarial medicines for traveller
- Winter ailments scheme – Pain relief, sickness and diarrhoea, cough suppressants, nasal decongestants
- Minor ailments scheme – conjunctivitis, impetigo, nappy rash, uncomplicated urinary tract infections, oral candidiasis.

The consultation and supply of medication where deemed necessary is free of charge to any individuals who currently come under a **valid prescription exemption** with a standard charge issued to those who do not.



**Out of Hours number but also available seven days a week for health advice.**

## Online health advice and guidance

Visit [www.patient.co.uk](http://www.patient.co.uk). Patient.co.uk is one of the most trusted medical resources online, supplying evidence based information on a wide range of medical and health topics to patients and health professionals. Our own GP's use this database to access information leaflets for our patients.

### **Depression and Anxiety Service**

Barnstaple, North Devon.

Telephone: **01271 335041** Email:

**dpn-tr.NorthDevonDAS@nhs.net**

This service is for people in North Devon who are 18 years and over who are feeling stressed, anxious, low in mood or depressed. This is a confidential service in the same way as it is with your GP.

**You can refer yourself by phoning:  
01271 335041**

The Depression and Anxiety Service are able to help you with the following:

- Panic attacks
- Depression
- Anxiety
- Excessive worry
- Social anxiety/shyness
- Phobias
- Post traumatic stress disorder
- Agoraphobia

**The Centre Barnstaple** is open for Contraception and Sexual Health guidance Monday to Friday with late appointments on Wednesday evenings and drop-in clinics for Under 25s on Monday and Thursdays 3.30 to 5.30pm. **It is not necessary to visit your GP you can refer yourself.**

Please visit [www.thecentresexualhealth.org](http://www.thecentresexualhealth.org) or telephone **01271 341562** for further information.

Sexual health and contraception services are confidential - even for those aged under 16 years old. No-one can access your patient records apart from staff working in the clinics. Treatments are free. All of your tests are sent away under a clinic number and patient's date of birth, so no-one outside of the service will know about tests performed or be able to access test results - this includes GPs, hospital clinics, school nurses, etc. They do not routinely share information about clinic attendances with anyone else unless you want them to.

**HOW TO CONTACT US:** Our Reception Team will be happy to help with any queries at: East Street Surgery, East Street, South Molton, Devon, EX36 3BU. Tel: 01769 573811 Fax: 01769 574088 or for further information visit our website: [www.eaststreetsurgery.co.uk](http://www.eaststreetsurgery.co.uk). Practice Manager: Maria Hosegood