

Autumn 2018

CHILCOTE SURGERY

PRACTICE NEWSLETTER

WELCOME TO THIS SEASON'S EDITION OF OUR PATIENT NEWSLETTER

Staff News

We are very pleased to welcome Dr
Sasha Lee to our team.



Dr Sascha Lee - MBChB MRCP

I qualified from the University of Birmingham in 2009 and moved back to Devon where I was brought up. I worked in Exeter and Plymouth initially rotating round various hospital specialties and then completed my GP training in Torbay in 2017. I work part time two days a week. I am married with two young children. In my spare time I enjoy outdoor activities such as running and hiking and I am also a keen pianist.

We are also pleased to announce Dr Leanne Bullock has given birth to a beautiful baby boy named Thomas. Mother and baby are doing well.

Booking GP Appointments

Our telephone lines are open from 8am to 6pm Monday - Friday. Your co-operation in phoning the surgery as early as possible to request a GP call, would be greatly appreciated and would give you a greater choice of appointment times. The receptionist will be asking patients for a brief description as to why they are calling. This is to pass on to the GPs to help them prioritise calls.

- We are changing our late opening on Mondays. From 24 September we are working with other surgeries in Torquay to provide evening appointments for all Torquay patients from 6pm to 8pm Monday to Thursday. Please see our website for more information under Improved Access.
- Online Access has changed and if you are experiencing any problems, please do not hesitate to contact us. We will be holding a drop in sessions on Tuesday 23rd October from 09.30—11.30 am to provide assistance with this.
- The NHS England Primary Care Digital Transformation team is holding a series of FREE webinars aimed at Patient Participation Group members to help them understand all about GP online services and how they can support their local practice in getting more patients to register for this service. Please see <https://healthwatchtorbay.org.uk/online-tutorials/>

Flu Vaccinations

This year we have 2 vaccinations, 1 for the under 65s and 1 for the over 65s. The new vaccination for the over 65s should be more effective than the vaccine we used last year. Please see below dates and times of our flu clinics.

Flu Clinics

This year's flu clinics will be held on:

October at Dewerstone Surgery
Saturday 20 between 9 - 12.40 pm

November at Dewerstone Surgery
Thursday 8 between 8.30 -10.50 am

Children's flu clinic at Dewerstone Surgery
October 13 between 9 -12.35 pm

Children's flu clinic at Chatto Surgery
October 29 between 16.00 - 17.45 pm
October 31 between 9 -10.55 am

Further clinics will be added as required.

Vaccinations can also be received at other surgery appointments. If these options are not convenient, please ask at reception to see if you can be vaccinated whilst you are here.

In this issue:

- STAFF NEWS
- IMPROVED ACCESS
- ON-LINE ACCESS
- FLU CLINIC INFORMATION
- CARERS INFORMATION
- CHILCOTE CARE

Flu Clinic Information

The **flu immunisation (flu jab)** gives excellent protection against seasonal flu and lasts for one year. It does not prevent other viral infections which can cause coughs, colds, and flu-like illnesses. It protects only against the particular flu viruses that are expected in the coming winter. We shall be running our “**Flu Clinics**” once again from **early October** and will be vaccinating people with the following criteria:

You should have a flu jab if you are/have:

- Over 65 (by 31 March 2019)
- Pregnant (at any stage of pregnancy)
- The main carer for an elderly or disabled person
- Asthma needing continuous or repeated use of inhaled steroids, or with previous attacks requiring hospital admission
- Heart Disease
- A chronic respiratory condition
- Chronic kidney or liver disease
- Chronic neurological disease
- Reduced immunity
- Learning Disability
- Morbidly obese (BMI of 40 and above)

You should also be immunised if you are involved in direct patient care (including nursing and care homes) - unless you have any of the other conditions listed above. You will need to contact your employer to arrange vaccination for you. This is not something we can offer at the surgery.

Please discuss with the doctor or nurse if you have an allergy to eggs, latex (or certain foods: Banana, Apple, Avocado, Carrot, Celery, Chestnut, Kiwi, Melon, Papaya, Tomato) or if you have had a severe reaction in the past, in order that they can advise you on the most appropriate vaccine.

Please book in through our Receptions on 01803 316333 for your flu vaccination if you are in one of the eligible groups. For more information on flu and the vaccine, please see the NHS Website: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine>

The Flu vaccination is now available for all **2, 3 and 4 year olds** as part of their routine vaccination programme, and is given as a nasal spray. Children aged 2-17 with long term health conditions such as diabetes, asthma, heart or lung disease should also have the flu vaccination given as a nasal spray.

Children aged 6 months - 2 years with long term health conditions should also have the flu vaccination, but as an injection.

Please note the Health Visitors have a new telephone number which is 01803 321737

Many Pharmacies provide assessment and medication for Nappy Rash and Impetigo Skin Infections.

Do you support someone?

Let someone support you.

Unpaid Carers are now being offered a Health & Wellbeing Check to help identify any areas where you may need help and support. It will also give you an opportunity to discuss any concerns you may have about your caring role. The check is quick and easy to do but does offer a full assessment of your needs as a carer. If you would like further information please contact me, Michele Glanfield, your Carers Support Worker. I am usually available on a Tuesday and Wednesday or you can leave a message with reception and I will contact you as soon as I am able.

Early Arthritis Study

As part of our commitment to involving patients in research studies, we are recruiting people over the age of 18 years for a study looking at a marker for early arthritis diagnosis. If you have general aches and pains and don't know the cause, or if you are symptom free, but have a relative with known rheumatoid arthritis and you want to know whether you are at risk, you may be interested in participating. All it involves is filling in a form and having a blood test done by our research nurse.

If you are interested please let reception know. They will take your name and contact number and will ask Ros Palmer (Research/Practice Nurse) to contact you.

Chilcote Care — Request for Volunteer

Drivers

Since 1 January 2017 Chilcote Care transport service has supported 247 elderly and vulnerable patients to attend medical appointments in addition to appointments in both surgeries. 64 of these have been in local hospitals and some in Exeter.

Since the last newsletter, Chilcote Care has recruited another driver and hopefully a fourth driver soon to start. This will make 4 volunteer drivers plus the co-ordinator, Rachel Ives. If the demand for transport stays at the current level we should be able to cope. However, if you are interested in becoming a driver please give your details at either surgery's reception.

Shingles

A vaccine to prevent Shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. The Shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. The Shingles vaccine is expected to reduce your risk of getting Shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter. Shingles vaccinations are now available.

You are eligible for the shingles vaccine if you are aged 70, 78 or 79 years old. You are also eligible if you are in your 70s and born after 1 September 1942. Eligibility stops at age 80 due to the reducing efficacy of the vaccine as age increases.