



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: APRIL 2015 – ISSUE 42

OPENING HOURS: Monday to Friday, 8.30am to 6.00pm, Tel: 01395 441212

OUT OF HOURS: Dial **999** for life-threatening problems and Dial **111** for non-urgent advice

WEBSITE: www.budleighsaltertonmedicalcentre.co.uk

IN THIS ISSUE: Chairman's News - Care Act (2015) - Repeat Prescriptions - SystmOne On Line - Annual Survey "The Patient Experience" - Budleigh Salterton Memory Café

CHAIRMAN'S NEWS

With publication of this Spring Newsletter, we are pleased to welcome the news that the go-ahead for the Budleigh Salterton Hospital Health & Wellbeing Hub has been approved by North Devon Health Care Trust.

Work will commence on refurbishing "The Hub" at the Hospital in April 2015 and should be complete at the end of September 2015 ready for the new services to commence in October. The Hub will become a community focus for integrated health and social care and a model for community well-being for other parts of the county and country to follow. It will retain NHS services such as day clinics led by community nurses but will also offer specialist clinics from visiting consultants from the RD&E Hospital. Age Concern is planning to relocate to the Hub and will offer Day Centre services. There will also be a Café and a Gym open to the public of all ages to promote social engagement and well-being. Community transport getting to and from the Hub is being addressed and more coordinated services are planned to service the local community. The Hub will also offer services from the voluntary and private sector to meet the needs of the local community. Further details and consultation on the planned services will be made available over the coming months. The Patient Group would like to thank Dr Mejnzer for all of his efforts to drive the Community Hub project forward, without whose vision, passion and leadership, this innovative project would have never have got off the ground.

There have been staff changes within the practice in February, practice nurse Jane retired and a new phlebotomist, Tracey was welcomed.

Please note that the Patient Group AGM will be on Wednesday 13th May 2015 at 6.30pm at the Public Hall, Station Road, Budleigh Salterton. Guest speaker to be announced. Everyone is welcome.

Mark McGlade
Chairman, Budleigh Salterton PPG

Patient Group Committee:

Mark McGlade
(Chair)
Lesley Roden
(Vice Chair)

James Birtwistle
Peter Freaan
Robert Harland
Chris Kitson
Ivor Meredith
Michael Rice
Maureen Tregurtha
Richard Waller
Veronica White

Trudy Carter
Richard Mejnzer

Deborah Mitchell
(Secretary)

Contact us:

- By post to the Medical Centre
1, The Lawn, B.S.
EX9 6LS
- Patient Group post-box in the Medical Centre

CARE ACT (2014)

HOW IT AFFECTS YOU – INDEPENDENCE, CONTROL AND CHOICE

The Care Act 2014 will mean radical changes to how care is delivered and funded in England. If you or a relative has care needs, the Care Act and these reforms to the adult social care system, are likely to affect you. Under this legislation a number of reforms will come into effect in April 2015, with related changes to funding being implemented in April 2016.

Local authorities will have a responsibility to ensure the integration of care and support provision with health and health-related services. This joint working aims to ensure that individuals are able to live as independently as possible for as long as possible.

They will also need to put in place a system where individuals have all the appropriate information they need to take control of their care and support. This will enable them to choose the options that are right for them, including the choice providers that an individual wants to deliver their care.

Currently, only people with less than £23,250 in assets and low incomes receive help from the State to pay for their care and support. Eligibility for local authority funding for care is means-tested. If the individual has assets above £23,250, they are currently required to pay for care home and home care fees.

Under the new legislation, local authorities have a duty to help those requiring care to make informed decisions about the choices they have in the type of care services available. Local authorities must provide information to everyone, regardless of their eligibility for local authority funding (including self-funders, who are not eligible for local authority funding).

The Care Act will allow you the option to spend your allocated care funding the way you wish in order to improve your well-being. Anyone requiring care that has been assessed as eligible for local authority funding to meet their care needs must also be offered the option to receive “Direct Payments” from the local authority so that they can spend the allocated care allowance with any provider of their choice.

Devon County Council has introduced a payment card system to simplify the process of Direct Payments. Direct Payments are designed to give you more flexibility and control over your life and your support. You can use the payments to buy whatever you need to best meet the outcomes in your support plan. Most people can have their Direct Payments loaded on to “[The Devon Card](#)”. This is pre-loaded Visa card which works in a similar way to a bank debit card. It allows you spend your Direct Payments with a provider of your choice without needing to set up a bank account or manage paper statements.

Further Information

Direct Payments and The Devon Card

You can get further support and information from the Devon County Council Direct Payments Team by calling **01392 383126** Monday to Friday 9am – 5pm or emailing direct.payments@devon.gov.uk

Care Quality Commission (CQC)

Website www.cqc.org.uk

Care Direct

If you, a relative or someone you care for needs help to live at home contact Care Direct on **0345 1551 007** or email csc.caredirect@devon.gov.uk to speak to the Adult Social Care team about having a [social care needs assessment](#).

Devon County Council – Adult Services

For further information on local services available in Devon visit the DCC website for community services at <https://new.devon.gov.uk/adultsocialcareandhealth/> which provides guidance and support notes on helping to choose the right service to meet your needs.



REPEAT PRESCRIPTIONS

REPEAT PRESCRIBING: This is a system where you are able to order your regular medication on a repeat request list from your surgery without having to see your doctor.

HOW DOES IT WORK?: The surgery will issue a repeat request list with your prescription. This will form the right hand side of your prescription. Detach the actual prescription from this list and take this part to the pharmacy of your choice to dispense. Retain the list / side slip until you need a further supply of your regular medication.

RE-ORDERING YOUR MEDICATION: When you have only one week's medication left you will need to use your list / side slip to reorder your medication. Please indicate the items you need by ticking the box to the right of the item. You will also need to indicate whether you wish to collect your completed prescription from a pharmacy (by writing the name of the pharmacy at the top of the form) or from the surgery.

WAYS OF GETTING YOUR REPEAT PRESCRIPTION TO THE SURGERY: We do not take prescription requests over the phone. This is to avoid errors. Please use one of the following ways:

- You can send your repeat prescription form by post (enclose a SAE if you would like it returned to you or state clearly where you would like to collect it from)
- You can fax your request to the surgery 01395 441244
- You can post your form into the repeat prescription box at the health centre reception desk
- You can use the practice website and order online by following the repeat prescription instructions: www.budleighsaltertonmedicalcentre.co.uk

PROCESSING TIME-TABLE: The surgery is very busy and we would appreciate as much time as possible to allow us to organise your repeat prescription.

Please use the following time-table to help you with your request. If you are collecting from the surgery please allow 48 hours and if you are collecting from a pharmacy please allow an extra day.

<i>Prescription Request received by 12 noon on:</i>	Mon	Tues	Weds	Thurs	Fri
<i>Prescription ready for collection at the surgery after 1.45 pm</i>	Weds	Thurs	Fri	Mon	Tues
<i>Prescription dispensed and ready for collection at the pharmacy after 1.45 pm</i>	Thurs	Fri	Mon	Tues	Weds



In July 2014 your practice moved to a new clinical IT system called SystemOne. SystemOne will enable patients to interact with the practice using the Internet at your convenience, even when we are closed. You will be able to view your summary care record, book appointments, cancel appointments and request medication through your medical record via the internet. There is also an APP which can be downloaded to all smart phones so you can access this service when out and about.

You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password.

If you are interested in registering then please see the receptionist for the required details. Please note you **will need** to provide proof of ID to register for this service.

ANNUAL SURVEY – THE PATIENT EXPERIENCE - 2014/2015

Thank you very much to all those patients who kindly took the time to complete the practice's latest survey entitled "The Patient Experience". The results were very positive and a full copy of them are available on the practice website. In summary:

Accessing GP services:

- 93% - very easy / fairly easy to get through to someone by telephone
- 99% - the receptionists were very helpful / fairly helpful
- 88% - fairly easy / very easy booking an appointment
- 27% - very important to see a specific GP
- 4% - poor opening times
- 91% - knew about the extended opening hours

Arriving for an appointment:

- 91% - know about the touch buttons
- 99% - find the reception area comfortable and clean

Your appointment:

- 98% - shown dignity and respect
- 80% - aware of chaperones
- 99% - understood their consultation
- 96% - involved in the care / treatment decisions
- 98% - had confidence and trust in the clinician
- 82% - asked to verify their name at the start of a consultation

The following areas of improvements suggested were as follows:

- 60% - no changes necessary
- 8% - appointments
- 1% - on line services
- 7% - opening hours
- 9% - reception
- 5% - pharmacy
- 10% - miscellaneous

Initially the practice will:

- Advertise our booking system more widely so patients understand how this works – leaflets are available in the reception and information is on our website
- 3 doctors are trialling 15 minute appointments during their morning clinics with their first appointment being at 8.30am
- Update the information leaflet regarding blood tests and keep leaflets in reception and information on the website

BUDLEIGH SALTERTON MEDICAL CENTRE'S MEMORY CAFÉ

Are you worried about your memory? Do you care for someone with memory problems?

Come and meet new people and play games and quizzes in a relaxed and friendly atmosphere.

Time: 10.30am – 12.30pm (every other Friday) - **Venue:** Budleigh Salterton Football Club
Budleigh Salterton Football Club, Greenway Lane, Budleigh Salterton (Free Parking)

Fridays: 17th April 2015; 1st, 15th and 29th May 2015, 12th and 26th June 2015

£337.43 has been raised from the 50p book sales for the Memory Café

Thank very to everyone who has supported us in donations and purchases and continue to do so
We are hoping to get some new decorations/items with this money when we are relocate to the HUB

For all enquiries please phone Sophie or Diane on 01395 441212