



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: SUMMER 2016 – ISSUE 46

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

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CHAIRMAN'S NEWS

The Budleigh Salterton Medical Practice is thrilled to have been rated as overall "Outstanding" in a recent Care Quality Commission (CQC) Inspection.

CQC reports for over 4100 GP practices in England have been published by the watchdog since it launched its Ofsted-style rating system in October 2014. Although the vast majority of practices across the country have been rated as 'Good', only 4% of the total have achieved an 'Outstanding' rating with 11% rated as 'Requires Improvement' and 4% have been found to be 'Inadequate'.

The CQC inspected the medical practice against 5 criteria: Safe, Caring, Effective, Responsive and Well-led.

This is a tremendous achievement by the whole team of doctors, nurses and admin staff and something we as patients should be extremely proud of, and confirms what many of us already knew – we have an outstanding medical team in Budleigh.

Mark McGlade, Chairman, Budleigh PPG

Patient Group Committee:

Mark McGlade
(Chair)
Lesley Roden
(Vice Chair)

Peter Freaan
Robert Harland
Chris Kitson
Lynette Oram
Michael Rice
Maureen Tregurtha
Richard Waller
Veronica White

Trudy Carter
Richard Mejzner

Deborah Mitchell
(Secretary)

COMING SOON! SELF MONITORING BLOOD PRESSURE MACHINE

A self-monitoring blood pressure machine for patient use will be trialled in the foyer later this year.

Dr Doug Watts has researched the benefits to our patients and this includes empowering them in their own health care, lowering the "white coat syndrome" and flexibility to working people who can use the machine at any time during opening hours without having to make an appointment, which in turn may free up nursing clinics by up to 4 hours.

Step by step instructions on use will be displayed with the machine.

Contact us:

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

MEDICINES FOR SELF CARE

If treatment is needed, a wide range of medications can be purchased from your local pharmacies and supermarket. They are usually cheaper than a prescription and you can get them without seeing a GP.

There are three main reasons why the NHS is encouraging people to self-care:

1. In 2014 NHS NEW Devon CCG spent almost £3.7 million on these medicines and supplies. This could have been spent on treating more serious conditions such as cancer and heart disease.
2. Many of these products are cheap to buy and are readily available, along with advice, from pharmacies. Some self-care medicines are available in shops and supermarkets.
3. You do not need to make an appointment to speak to your pharmacist and many pharmacies are open at the weekend. You can expect a confidential and discrete consultation with the pharmacist in a private area of the pharmacy.

What are self-care conditions and supplies?

- Athlete's foot, wart and verrucas
- Coughs, colds, blocked noses, fevers and sore throats
- Constipation, diarrhoea and haemorrhoids (piles)
- Dry skin
- Earwax (a few drops of olive oil is just as good as anything on prescription)
- Excess sweating
- Eye infections
- Hair-removing creams
- Hayfever and allergies
- Headlice (wet combing is recommended)
- Herbal and complementary remedies
- Indigestion remedies (for occasional use)
- Mild acne and eczema
- Minor aches and pains
- Minor cuts and bruises
- Minor sprains, sports injuries and scars
- Mouth ulcers and cold sores
- Special dietary foods
- Skin rashes / nappy rash
- Teething
- Threadworm
- Thrush
- Travel medicines



BUDLEIGH SALTERTON & DISTRICT VOLUNTARY CAR SCHEME



What does it do? Volunteers use their own cars to help local people attend appointments, visit hospitals, go shopping etc.

Who it is for? For local disabled people or frail elderly people who find it impossible to use public transport either because there is no transport available or because they cannot walk to a bus stop or easily climb on and off a bus.

How much is it? Passengers living in Budleigh Salterton are charged a set fare of £1.50 for a single journey and £3.00 for a return journey within the town. For all other journeys passengers are charged a mileage rate of 70p per passenger per mile.

To arrange a journey please telephone **01404-46529**, Monday to Friday, 10.00 am to 12.00 noon.

ABOUT YOUR TEST RESULTS

Please be aware the results of most commonly done blood tests are available after 3 working days but less common tests may take up to 21 working days.

- Routine Bloods - 3 days
- Swabs - 8 days
- Urine Tests - 4 days
- X-rays - 10 days
- Smears – 21 days
- Histology – 21 days

If there is a significant abnormality, your GP will contact you. If you don't hear anything, this may be because the results are normal or your doctor has organised a follow-up appointment. If you are concerned please contact the surgery.

Occasionally there are slight abnormalities in some of the readings which will mean the safest thing to do is to repeat the test at a later date. We will contact you with information regarding the abnormality and why we wish to follow it up.

Our reception staff will only pass on information as described in the notes by a GP. They are neither permitted nor qualified to pass on any opinion of their own. The results will only be given to the patient concerned unless we have written authority from the patient to release information to a third party.

TOP TIPS FOR TAKING CARE OF YOURSELF AND OTHERS IN THE HEAT

Take care of yourself

- Drink more water than usual and don't wait until you are thirsty - talk to your doctor first if you are on water pills
- Avoid alcohol and sugary drinks
- Take a cool shower or bath
- Keep your curtains or blinds drawn and rooms ventilated to cool down the house
- Wear lightweight and loose clothing

Take care of those around you

- Check in on elders and vulnerable neighbours during warm weather
- Never leave a person, child or a pet in a hot car
- Check regularly on how babies and toddlers, elderly, people taking mental health medications and people with heart disease or high blood pressure are doing

If you must be out in the heat

- Avoid outdoor activity in the heat of the midday sun
- Rest often in shady areas
- Wear a wide-brimmed hat
- Use sunscreen of SPF 30 or higher
- Consider taking bottles of water if walking in the heat or going on a long car journey

If you have a pet

- Provide plenty of shade and water
- Never leave them in a car





BUDLEIGH HEALTH CENTRE CHARITY

Tuesday 9th August 2016, St Peters Hall at 2.30pm

Everyone is invited to attend the Budleigh Health Centre AGM. Your support is very much needed so please make a note in your diary.

TEENS AND YOUNG ADULTS

Budleigh Salterton Medical Centre is committed to improving the health of young people in East Devon and we endeavour to provide a welcoming, supportive environment for young people to attend and discuss their health needs and concerns.

Our website has a section dedicated to Teens and Young Adults with information about our surgery and web links for general health and wellbeing which cover a wide array of subjects to include bereavement; bullying; domestic violence; cancer; carers; childline (0800 1111); drugs and alcohol; eating disorders; education and work; emotional and mental health; going to hospital; homelessness; sexual health and contraception; smoking; and thoughts, moods and feeling.

If you need to see a doctor you can telephone the surgery on 01395 441212 or pop in and speak with one of our receptionists.

You can either ask for a face to face appointment with a doctor / nurse or a telephone consultation when the doctor / nurse will phone you back. You can always get an appointment with a GP on the day you phone.



BUDLEIGH SALTERTON MEDICAL CENTRE'S MEMORY CAFÉ



If you are you worried about your memory or you care for someone with memory problems then please come to our Memory Café

It is a great opportunity to meet new people in a relaxed and friendly atmosphere where you can take part in quizzes and games, listen to guest speakers and receive information and support.

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

For all enquiries please phone Diane Morris
Tel: 01395 441212

A huge thank you to Diane who hosted a Cupcake Day at the medical centre in June. She raised an amazing £240 in aid of the Alzheimer's Society and Budleigh Salterton Memory Café.

Between April and June of this year book sales from the waiting room has raised of £68.50. Thank you so much for your generosity in donating the books – please keep them coming in!





