



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: WINTER 2016/17 – ISSUE 47

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; PPG Raffle; GP Rotas and Appointments; Be Prepared! Winter is Coming!; Late Christmas Opening; Exmouth and District Community Transport; Teens and Young Adults; Flu Clinics; Memory Café; Christmas and New Year Opening Hours

CHAIRMAN'S NEWS

A very Merry Christmas and a Happy New Year to everyone!

The Patients of the Budleigh Salterton Medical Practice are invited and encouraged to get involved and have your say in the plans to change your future care.

The NHS Clinical Commissioning Group in Northern, Eastern and Western (NEW) Devon is the organisation responsible for the commissioning of healthcare services in our area.

They have launched a consultation period between 7th October 2016 until the 6th January 2017, inviting individuals and communities to comment on proposed changes to healthcare services which will affect us all. Financial pressures on the NHS and Social Services means that commissioners of health and care must make some radical changes to maintain a quality of service fit for the 21st Century.

The commissioners argue that in modern day healthcare, hospital is no longer the first choice for care. Instead services should focus on supporting people to stay as well as possible, for as long as possible – helping them to remain independent in their own communities.

Only where there are good clinical reasons should people travel to hospital for treatment. It is therefore proposed that budgets would be reduced for local community hospitals with greater emphasis on support in the community. Some hospitals may close in the process whilst community support would increase.

Have your say. Pick up a Consultation Document at the surgery or visit the website: www.newdevonccg.nhs.uk/about-us/your-future-care/102019

Your responses must be received no later than the 6th January 2017.

Mark McGlade, Chairman, Budleigh PPG

PATIENT GROUP COMMITTEE

Mark McGlade
(Chair)
Lesley Roden
(Vice Chair)

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

Trudy Carter
Richard Mejnzer

Deborah Mitchell
(Secretary)

CONTACT US

Either by post to:
Budleigh Salterton
Medical Centre, 1 The
Lawn, Budleigh
Salterton, EX9 6LS

Or:
Patient Group post-box
in the Medical Centre



PPG FLU RAFFLE 2016

The raffle held by the PPG during the flu clinics raised **£320.00**

Thank you so much to CT Staddon, DKN Hair, Earls Coffee House, Lloyds Pharmacy, Lewis Pharmacy, Patient Participation Group, Pebbles Gallery, Talisman Framing and The Card Shop for their very generous donations of raffle prizes.

All money raised will directly benefit our patients. For example, the children's corner is currently aimed at the under 5s and a part of this money will go towards funding items for older children. The PPG would also like to purchase a homeless pack to keep at the surgery for those in need.

A very big thank to everyone who supported our raffle.

GP ROTAS and APPOINTMENTS

Dr Richard Mejzner	Thursday, Friday
Dr Simon Franklin	Monday, Wednesday, Thursday, Friday
Dr Ben Hallmark	Monday, Tuesday, Wednesday, Friday
Dr Karen Heaney	Wednesday, Thursday
Dr Tania Davis	Monday, Tuesday, Wednesday am
Dr Brian Taylor	Monday, Tuesday, Thursday
GP Registrar	Monday, Tuesday, Thursday, Friday



Feedback to the practice suggests that our appointment system can feel complicated. We hope that if we outline how the system works it will make using it easier. The tension that exists for us is ensuring that every day we have enough spaces to see people who need to be seen on that day. We also need to be able to offer follow up appointments for people whose problems need ongoing review, at the same time ensuring continuity with the clinicians who are looking after them. We also wish to provide the opportunity to book ahead to make it easier for those working or those with transport difficulties.

The first hour of surgery each morning is reserved for appointments booked in advance. A few other appointments through the day may be booked as well, for the reasons explained above. As a practice we see everyone who wishes it, on the day they have contacted us. What we are not able to do is to guarantee which doctors are available as demand varies so much day to day.

We work as a team and try to manage a system that allows continuity of care but flexibility in recognising that all the clinicians develop areas of increased expertise so that one's registered doctor may not always be the best person to see with regard to a particular problem. For many straight forward problems it will clearly not matter who the clinician is and any of us would be happy to help.

When you contact us you will be able to be seen on that day. If you wish to see a particular doctor you can book in advance but it may be at times there are no appointments for several weeks. We hope if the problem is straightforward you will consider seeing another doctor. However, if it is with regard to something that needs the continuity/skill of a particular doctor, then the receptionist can take a message for that doctor to contact you to ensure the appropriate follow up is arranged.

For those who find it difficult to attend normal surgery opening hours we run extended clinics which can be booked in advance: alternating Monday, Tuesday and Wednesday mornings (7am – 8am); Monday evening (6.30pm – 7.30pm) and one Saturday morning a month (8.30am – 10.30am).

Our phones are very busy when the surgery opens at 8-30 am. It is much quieter and easier to get through after 9-00 am. Please remember we always see everyone on the day that you contact us and it might not be necessary to phone at 8-30 am.

Dr Richard Mejzner



BE PREPARED! WINTER IS COMING!

As Autumn draws to a close there are some basic things people can do to ease their lives in the event of a period of severe Winter weather making it difficult or even impossible to venture out:

- Heat your home well (minimum of 18°C) and make sure you are dressed appropriately for the weather
- If you use solid fuel or oil, make sure you have enough to last through a period of severe weather
- Ensure any spare blankets are aired and ready for use
- Buy in some extra tinned or dried food which can be heated up if you are unable to leave the house for a few days
- If you have a freezer, stock it up a bit more than usual
- Make sure you have a torch (and batteries) in a handy place
- If you take regular medicine check you have a sufficient supply to tide you over in case you are unable to get to the doctor or a chemist due to the weather
- Buy one or two bags of table salt – these are cheap and a sprinkling of salt on the front step or path will get rid of any snow or ice
- If you are **over 65** book an appointment at the surgery to have your annual **free flu** vaccination

EXMOUTH & DISTRICT COMMUNITY TRANSPORT

Is the bus stop too far away? Unable to carry your shopping? No transport to get to your appointment? Can't get your wheelchair on the bus? Limited public transport? then maybe the community transport team can help.

This service is available to all people of all ages who:

- Have no public transport where you live
- Have no suitable transport of your own
- Have a permanent or temporary disability
- Find it difficult to get to or to use public transport
- Need to attend healthcare appointments



Where Mobility Matters

Please contact 01395 266662 for more information, Monday to Fridays 10am-12noon and 1pm – 3pm



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.





FLU CLINICS

If you have missed the Annual Flu Clinics then please phone the surgery on 01395 441212 after 10.00 am to make an appointment with one of our nurses.

Flu vaccinations are available to everyone over 65. Those who are under 65 but may be at increased risk from flu (ie asthmas, COPD, diabetes) will have received an invitation from the practice.

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 – new members welcome

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)

Christmas Party: By invitation only – Friday 9th December 2016

New Year Dates: 6th, 20th January 2017; 3rd, 17th February 2017; 3rd, 17, 31st March 2017

The memory café is funded by the medical centre with the help of volunteers.
If you could spare a Friday morning twice a month and would like to volunteer please contact Diane Morris (Tel: 01395 441212) for further information

Between January and October of this year book sales from the waiting room has raised £210.50. Thank you so much for your generosity in donating the books – please keep them coming in!



CHRISTMAS 2016 AND NEW YEAR 2017

Join us on Budleigh's Late Night Christmas Shopping Event for mulled wine and mince pies on Friday 9th December 2016 at 6.00pm

Budleigh Salterton Medical Centre will be closed on:

Christmas Day Sunday 25th December 2016, Boxing Day Monday 26th December 2016 and Tuesday 27th December 2016 (in lieu of Christmas Day being on a weekend)

New Year's Day Sunday 1st January 2017 and Monday 2nd January 2017 (in lieu of New Year's Day being on a weekend)

On all other days our opening hours of 8.30am to 6.00pm, Monday to Friday, will remain the same

We will take this opportunity to wish all our patients a very Merry Christmas and a Healthy New Year

