



Budleigh Salterton Medical Centre

# Patient Group

## NEWSLETTER: SPRING 2017 – ISSUE 48

**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](http://www.budleighsaltertonmedicalcentre.co.uk)

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### CHAIRMAN'S NEWS

#### HEALTH CARE TALK AND PRESENTATION ON

**“How are local NHS healthcare and medical support services organised.”**

Date: Wednesday 17<sup>th</sup> May 2017 @ 4.00pm  
Venue: Public Hall, Station Road, Budleigh Salterton  
Free refreshments and biscuits from 3.45pm

The Budleigh Salterton Patients Group are pleased to arrange a talk and presentation from Annette Benny, Acting Director of Corporate Affairs of the NEW Devon Clinical Commissioning Group (CCG) on Your Future Care.

Annette commenced her career as a podiatrist, joining the NHS in 1988. She has since held roles in operational management, leading capital projects, consultancy, commissioning and performance management in both the NHS and Department of Health.

With major changes being planned in the way our health and care services are delivered, this is an opportunity for the Budleigh Salterton and surrounding communities to hear how the NHS is organised and how they plan to maintain a quality of service in our local area under increasing financial pressures.

The talk is free to the public and no booking is required. This presentation will give a valuable insight into the NHS and its future local plans. Please come along and meet with Annette Benny and your Budleigh Salterton PPG at the Public Hall on 17th May at 4.00pm for her talk.

This will be followed by a Patient Participation Group AGM at 5.30pm. Any patient of the Budleigh Salterton Medical Practice wishing to stand for election to the PPG committee should contact the Chairman or Secretary of the PPG or come along on the evening.

**EVERYONE** is invited to attend and **YOUR** attendance is important

Mark McGlade, Chairman, Budleigh PPG

### PATIENT GROUP COMMITTEE

Mark McGlade  
(Chair)  
Lesley Roden  
(Vice Chair)

Peter Frean  
Robert Harland  
Chris Kitson  
Sue Lake  
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, Budlegih  
Salterton, EX9 6LS

Or:  
Patient Group post-box  
in the Medical Centre



## SUMMARY OF YOUR FUTURE CARE CONSULTATION PROCESS

In October 2016, NHS NEW Devon Clinical Commissioning Group (CCG) launched a public consultation on the reduction of community hospital beds in the Eastern locality of Devon, designed to shift the focus of services to integrated local care in people's own homes. The consultation ran until 6 January 2017, with a focus on proposals to provide more care and support for elderly and frail people at home and in the community.

The aim is to prevent unnecessary admissions to hospital and, if patients need to go to hospital, enable them to get home as quickly as possible, improving their chances of a better recovery. These patients will have their care provided at home under the new model.

At the start of the consultation, the preferred option was for beds at Tiverton, Seaton and Exmouth. However, following consultation an option which places beds at Tiverton, Sidmouth and Exmouth has emerged as the preferred option, by a fine margin.

The analysis of material, including data collected by Devon County Council, showed that in terms of inequalities, Sidmouth has both a larger and older population than Seaton and it was this distinction that led to the CCG's Governing Body to decide on Sidmouth as the location for the 24 bedded hospital site.

Consequently the following decisions were put to the CCGs Governing Body:

- **Reduce community hospital beds from 143 to 72 in the Eastern locality**
- **Agree Tiverton & District Hospital as fixed point providing an inpatient unit with 32 beds**
- **To choose Exmouth Community Hospital as the 16-bedded hospital**
- **To choose Sidmouth Community Hospital as the 24-bedded hospital.**
- **In the light of the rurality and associated factors, to commission further work to assess more extensively the services needed in the Okehampton area**

These recommendations were accepted by the CCG's Governing Body on 2 March 2017.

Detailed planning for implementation of the changes has started. Implementation will be led by the community services provider, the Royal Devon & Exeter NHS Foundation Trust and timing will be dictated by a robust implementation assurance process. Inpatient beds will only close when the assurance process has been completed. An assurance panel including consultant geriatricians, GPs and Healthwatch with social and primary care input will be established to confirm that safe care can be delivered.

Mrs Sue Lake, PPG Committee



## OLDER PERSONS DAY at the PUBLIC HALL

There will be an "Older Persons Day" on Friday 19<sup>th</sup> May 2017 from 10.00am – 4.00pm

There will be over 40 organisations attending and will include Devon County Council, The RD&E Hospital, Budleigh Hospital Community Hub, CQC, Alzheimer's Society and Stroke Association.

This will be supported by a full agenda of talks throughout the day at the Church on the Green, opposite the Public Hall, including local MP, Sir Hugo Swire and a Dementia Friends Workshop.

## GP ROTAS and APPOINTMENTS



Dr Richard Mejzner	Thursday, Friday
Dr Simon Franklin	Currently on Sick Leave
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 needs 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.

Dr Richard Mejzner

## KEEP IT OR CANCEL IT – BUT PLEASE DON'T WASTE IT!

As a patient you may have found that you are not always able to make an appointment time with a particular GP or nurse as quickly as you would like. In December 2016 the following appointments were booked but not attended:

- GPs – 56 appointments which equates to 8 hours and 45 minutes
- Nurses – 97 appointments which equates to 20 hours and 35 minutes

This is genuine lost time of 29 hours and 20 minutes which cannot be replaced - 153 additional patients could have benefitted from these missed appointments.

Write your appointment in your calendar or add the appointment to your phone. Whilst we completely understand that you cannot always make your appointment, we do ask that you let the surgery know in advance so it can be offered to another patient and does not become wasted time.





## 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 – 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)

**Dates:** 28<sup>th</sup> April 2017; 12<sup>th</sup> and 26<sup>th</sup> May 2017; 9<sup>th</sup> and 23<sup>rd</sup> June; 7<sup>th</sup> and 21<sup>st</sup> July 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 Jo Keeler (Tel: 01395 441212) for further information

Between January and March of this year book sales from the waiting room has raised £85.50. Thank you so much for your generosity in donating the books – please keep them coming in!



## EASTER and MAY BANK HOLIDAYS 2017

Budleigh Salterton Medical Centre will be closed on:  
Good Friday 14<sup>th</sup> April 2017 and Easter Monday 17<sup>th</sup> April 2017  
Bank Holiday Monday 1<sup>st</sup> May 2017 and Bank Holiday Monday 29<sup>th</sup> May 2017

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

