



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: AUTUMN 2020 – ISSUE 58

OPENING HOURS: Monday to Friday, 8.00am 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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"The Patient Participation Group wish to sincerely thank Dr Mejzner for his proactive support and positive response to issues raised by patients.

We have appreciated his willingness to participate in our meetings and work with us.

We will miss him but hope that he has a long and happy retirement".

Sue Lake, Chairperson, Budleigh Salterton PPG

PATIENT GROUP COMMITTEE

Sue Lake
Chairperson

David Forward
Vice Chairperson

Deborah Mitchell
Secretary

Peter Freaan
Robert Harland
Chris Kitson
Mark McGlade
Lynette Oram
Michael Rice
Jacqui Ruhlig
Richard Waller
Judy Wright
Tania Davis

COVID-19: Five steps to look after yourself and others



Take care of yourself and stay healthy



Call, chat, check



Be Kind. Think of others.



Get online to stay in touch



Share accurate advice and information

ANNUAL REVIEWS AND RECALLS: Please be advised that during the pandemic there may have been delays to your annual review or regular recall. Any delays are being monitored by your doctor, however, if you are concerned or worried then please do contact the medical centre on 01395 441212 after 10.00am so this can be reviewed.

BLOOD TESTS: Recently there has been a problem with processing bloods at the hospital which has meant that all non-urgent blood tests were cancelled. This has now been resolved and any patients affected by this will be contacted to make a new appointment.

CONTACT US

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

Email:
d-ccg.budleighppg@nhs.net



Goodbye and Best Wishes to Dr Richard Mejzner

Dr Richard Mejzner hung up his stethoscope and retired from Budleigh Salterton Medical Centre on 30th September 2020. He has been looking after the patients of our community for over 25 years and will be greatly missed by both patients and staff alike.

We asked Dr Mejzner to write an account of his time at the surgery which spans 3 decades.

"I joined the practice in 1994. The internet was just starting, Amazon had launched and Friends had just hit our TV screens. The practice at that time was unrecognisable to what we have now. An Old 60's flat roof extension just about joined on to one of the old houses on the lawn. There were 4 doctors then and 2 part time nurses in 5 clinical rooms.

I was fortunate to start my career providing what we would now recognise as old fashioned traditional General Practice. When I started Budleigh Hospital had 22 inpatient beds and a functioning Emergency Department which we looked after 24/7 providing our own on call day and night provision to the hospital and local community. A few years after joining we moved to portakabins behind the town hall for the best part of a year while the health centre was developed to become what we know today. We now have 7 doctors and 7 nurses working from 10 clinical rooms and are running out of space.

I started training new GP's in 1998 and we have seen a wonderful group of young doctors come through the practice, some fortunately staying with us! It is great that Ben and Brian will continue this moving forward; there is nothing better than young doctors recently having done their specialist training to keep you on your toes. A hugely beneficial thing for the practice and only improved by the addition of medical students when Exeter University Medical School opened.

Sadly over the years we have lost beds at the hospital, looked after a local community stroke unit and saw the emergency department downgraded to a minor injuries unit then closed altogether. These changes seemed inevitable with the way medicine was changing. An explosion in preventative care, new medicines and treatment contributed to a huge increase in life expectancy. A really good news story but something that has changed the challenges for us in Primary Care. We support now many more frail people with complex health and social care needs and this takes time. Increasing demand each year with the added complexity and inevitably changed the way we and our nurses have had to work.

As society changed over the years it became increasingly evident how important a sense of community was in our well-being and thus our health, social isolation and mental health problems are great contributors to poor physical health.

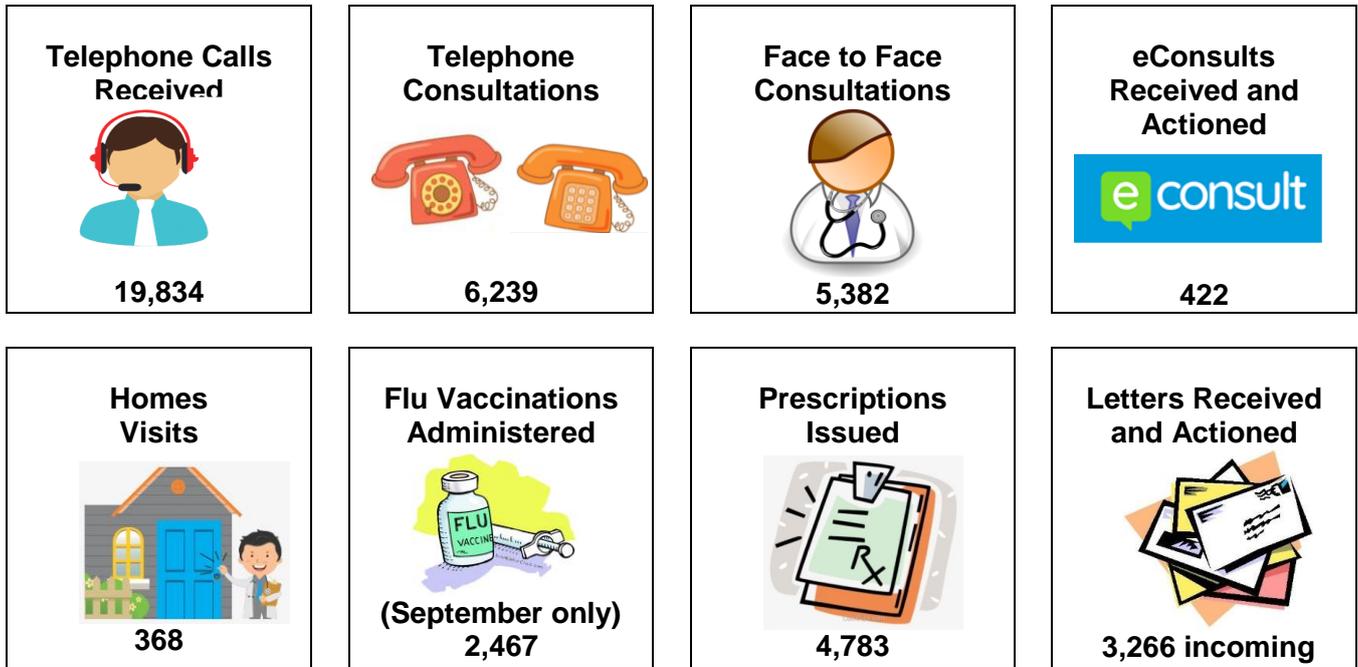
It was a very sad loss to lose our beds at Budleigh Hospital, part of the work I really enjoyed and valued, but we had an opportunity to do something else. The development of the hub was a chance to focus on that sense of community - to develop a social capital and to support social engagement and emphasise the importance of these in our community. It has been really fantastic to see the hub come to fruition after many years of development.

I really feel confident in the future for us locally as I leave such a committed team of doctors, nurses and admin staff. I am delighted to announce that Dr Joseph Bailey has succeeded me and I wish him all the very best for the future.

It has been a real privilege to have worked in such a wonderful and supportive community – the years have flown by.

With thanks – Rik Mejzner"

PRACTICE ACTIVITY BETWEEN JULY, AUGUST AND SEPTEMBER 2020



DOCTORS APPOINTMENTS

If you require a doctor's appointment please phone the practice on 01395 441212. Our trained staff will triage your current health status and offer you a telephone consultation with a doctor if this is required.

The doctor will phone you back at the allocated time or within 30 minutes of that time from a withheld number. The doctor will ring twice. If you are unable to answer on either occasion then please phone the reception team who will be able to rebook.

If a face to face appointment is needed then the doctor will discuss this with you and arrange for the safest time for you to visit the surgery.

If you have a routine reason for contacting the surgery and there are no on-the-day appointments available you will be offered the next pre bookable appointment. Alternatively, if you have access to the internet, you can use eConsult which is available through our website and can be used 24 hours a day. You will receive a response to your eConsult by 6.30pm the following working day.

URINE SAMPLES

If you have been asked to drop off a urine sample, there is a blue box just inside the reception area on a table. You will need to complete a request form and add this to the bag containing your urine sample. This is to ensure that the sample is handled and processed correctly.

If the sample needs to be sent to the laboratory, it will need to be at the surgery by 11.00am as the courier arrives at 12.30pm and all samples for the hospital need to be processed, entered onto the clinical system and paperwork generated.



If you have access to the internet via a smartphone or tablet, please download the NHS APP so you can manage appointments, order repeat prescriptions, get health and safety advice, view your medical record securely.

CORONAVIRUS SAFETY MEASURES AT YOUR SURGERY

The practice will continue to do everything we can to ensure we keep everyone safe and healthy and we have measures in place to protect patients and staff.

Our doctors and nurses are adhering to the national guidelines for Personal Protective Equipment and will continue to wear hospital scrubs and a face mask. A disposable plastic apron and gloves will be worn new for each appointment.

The clinicians will do their very best to stick to appointment times but please bear with them if they take a little longer – this is due to cleaning touch areas in their consulting room between each appointment and the changing of their aprons and gloves.

It is important that you do not come to surgery unless you are invited by a doctor or member of the team and that you attend at the time of your appointment – not early and not late. This is because our appointments are organised to keep face to face contacts at a minimum and to ensure there is a 2 meter distance within the building.

Please wear a face mask (unless you are unable to due to a medical condition) prior to entering the building, use the hand sanitiser at the entrance and keep to the social distancing rules.

We have all had to adapt to new ways in the last few months in order to keep us and we are very grateful to all patients for their continued support.

CONTACTING RECEPTION

If you require a doctors' appointment please contact the surgery between 8.00am and 10.00am. You will be offered a telephone consultation with the next available doctor.

For all other requests, unless in an emergency, please contact the surgery after 10.00am when the phone lines are less busy and this will reduce your waiting time.

ROYAL DEVON & EXETER HOSPITAL

The Royal Devon & Exeter Hospital updated its patient record system, My Care, on 10th October 2020.

The My Care clinical system will mean that clinical staff are able to see their patient's full history at a glance, including their medical history, latest test results and current medications. Patient (and their relatives, if needed) will be able to view their record and generally take an active role in their healthcare.

The hospital advise that the benefits to patients will include:

- Patients easy and secure access to your own records
- Patients seen in the best place, by the best care provider
- Patients no longer having to repeat themselves over and over to different staff and receiving quicker test results
- Patients and staff having easy, real-time access to a comprehensive picture of a patient's healthcare history (GPs and staff caring for patients in their homes are also able to access the system)

If you would like to sign up for access to My Care please use this link:

<https://www.rdehospital.nhs.uk/patients-visitors/my-care-your-patient-portal/>