



Patient Group

NEWSLETTER: SPRING 2021 – ISSUE 59

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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"It has been such a long and difficult winter for many but now we have positive signs of Spring to lift our spirits. We have been very fortunate in Budleigh Salterton to have access to such an efficient Covid vaccination programme and this has led to you giving us very positive feedback about the hard work of both the NHS and the many volunteers. We have ensured that this feedback has been passed on to all involved.

Your PPG would normally hold its AGM in a local venue so that as many as possible can attend but unfortunately Covid restrictions will still apply in May when the meeting is due and so it will be a "virtual" online meeting restricted to Committee members only. However, please contact the PPG by email (d-ccg.budleighppg@nhs.net) or letter to the Medical Centre, if you have any points you wish to raise. We will include your feedback in the discussions and they will be duly minuted. Under the terms of our Constitution none of the Committee members are due for re-election this year (they are elected for a 3 year term) but in 2022 several will be due for re-election. If you wish to join the Committee or would like to know more about the role then please contact me via our PPG email address or by letter to the Medical Centre.

As always we are here to represent you, the patients of the Medical Centre, and we always look forward to hearing from you".

Sue Lake, Chairperson, Budleigh Salterton PPG



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.



eConsult is available on our website and can be used any time, day or night, from any device connected to the internet. There is no need to wait in a phone queue or visit the practice. It takes just 3-4 minutes to complete an **eConsult** and a member of the team will get back to you by 6.30pm the following work day.

PATIENT GROUP COMMITTEE

Sue Lake
Chairperson

David Forward
Vice Chairperson

Deborah Mitchell
Secretary

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

CONTACT US

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

Email:
d-ccg.budleighppg@nhs.net

DIABETES INFORMATION

Fact: One in 15 people in the UK have diabetes, including one million people who have type 2, but haven't been diagnosed. Diabetes is a condition where your blood glucose level is too high. It can happen when your body doesn't produce enough insulin, or when you can't produce any at all.

There are two main types of diabetes: type 1 and type 2. When you've got type 1 diabetes, you can't make any insulin at all. If you've got type 2 diabetes, it's a bit different. The insulin you make either can't work effectively, or you can't produce enough of it. They're different conditions, but they're both serious.

Other types of diabetes include gestational diabetes, which some women may go on to develop during pregnancy. And there are many other rarer types of diabetes such as type 3c and Latent Autoimmune Diabetes in Adults (LADA) too.

In all types of diabetes, glucose can't get into your cells properly, so it begins to build up in your blood. And too much glucose in your blood causes a lot of different problems. To begin with, it leads to diabetes symptoms.

If you have diabetes you will be invited by the practice for an annual review with one of our healthcare team who will:

- Take your height and weight (to check if you are under or overweight)
- Check your feet
- Take your blood pressure
- Review your blood glucose control
- Review your blood glucose and cholesterol levels with a blood test
- Discuss any issues you have with your diabetes or health in general
- Advise any change in regimen, lifestyle or medication – including any side effects

Diabetes can lead to eye damage called retinopathy. Everyone living with diabetes over the age of 12 will get an invite to a regular eye screening. If you have not received an invitation please contact the practice on 01395 441212 after 10.00am so we can refer you.

It is very important that you attend your annual appointments.

For further support please visit Diabetes UK: <https://www.diabetes.org.uk/type-1-diabetes>

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.



ALL women aged 25 to 64 should be invited by letter. Once you receive your letter please book an appointment with our practice nurse. The test itself should take less than 5 minutes and you will get your results by letter, usually within 2 weeks.

If you have any concerns regarding having your cervical screening (smear test) please arrange an appointment to speak with one of our practice nurses or doctors.

COVID-19 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 both 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 new appointment.

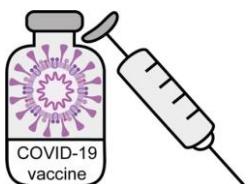
The clinicians will do their very best to stick to appointment times but please bear with them if they take a little longer – this is due to cleaning touch areas in their consulting room between each appointment and the changing of their aprons and gloves.

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 exempt) prior to entering the building, use the hand sanitiser and temperature checker 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 safe and we are very grateful to all patients for their continued support.

COVID-19 VACCINATION



We have successfully vaccinated those over 50 years of age and those aged 16-65 who are clinically extremely vulnerable. This has only been made possible by the tireless combined efforts of the teams from ten East Devon Practices:

Claremont Medical Practice - Raleigh Surgery - Haldon House Surgery - Imperial Medical Practice - Rolle Medical Partnership - Budleigh Salterton Medical Centre - Woodbury Surgery - Honiton Surgery - Coleridge Surgery - Sid Valley Practice

Working together, we have conducted clinics at Exmouth Tennis Centre, Elderly Care Homes, Learning Disability Care Homes and home visits to our housebound patients. This combined effort delivered over 25,000 vaccine doses by 16.02.2021 - with our highest daily total being over 3,000 doses in one day!

We have been receiving a lot of queries from people about when their second dose might be. Our PCN (Primary Care Network) has been working with NHS England to ensure that everyone will have their second dose of the vaccine by 12 weeks. We are pleased to report that this supply has been confirmed and we will be in touch in the coming weeks to book second doses.

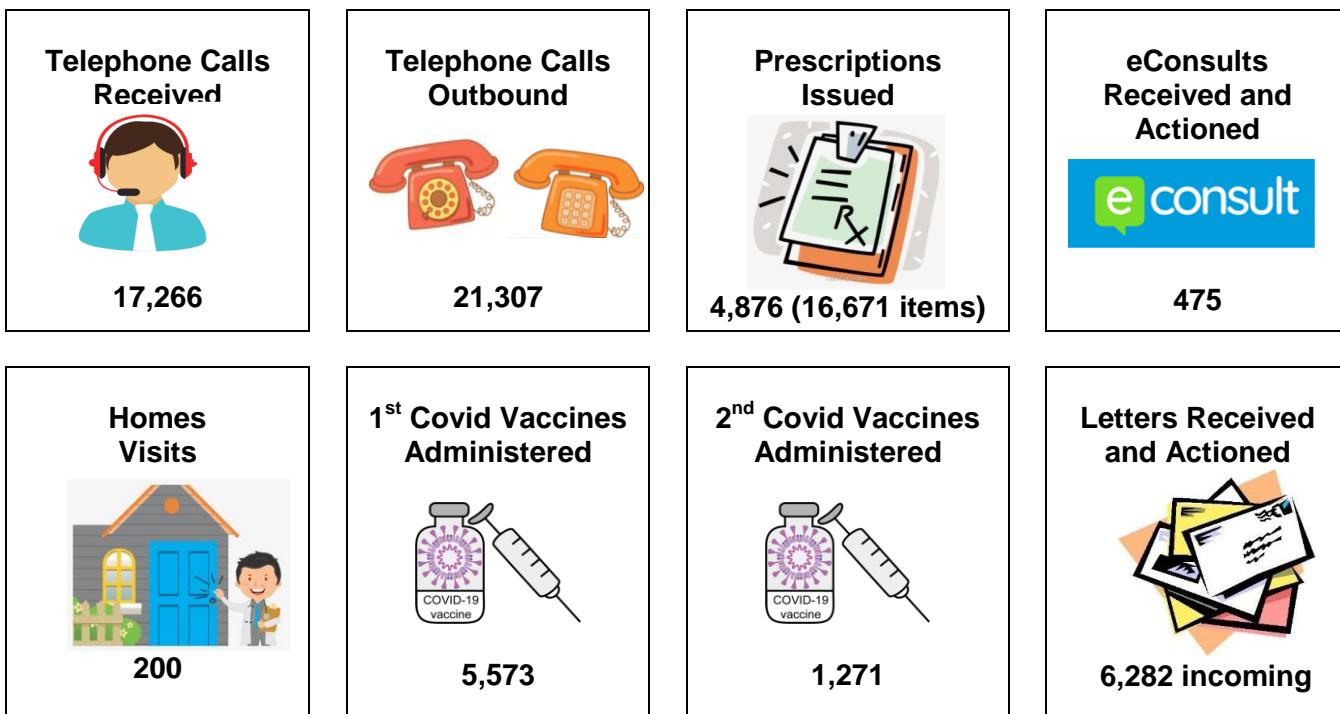
If you have exceeded 11 weeks since your first dose at the Exmouth Tennis Centre then please do phone the medical centre on 01395 441212 after 10.00am to book into our next available clinic.

All second vaccinations will need to take place at the same venue as your first. However, we appreciate this may not always be possible and if you have concerns then please speak with the medical centre.

Whilst we know the vaccine reduces the chance of you suffering from the COVID-19 disease, we do not yet know if it will stop you catching or passing on the virus. Therefore, there is a chance you might still get or spread coronavirus even if you have had the vaccine. This means it is vital for you to continue to follow the public health guidance and rules in your area.

Thank you for your patience as we continue working to get everyone vaccinated as quickly and as safely as we can.

PRACTICE ACTIVITY DURING JANUARY, FEBRUARY AND MARCH 2021



MENTAL HEALTH

Mental health includes our **emotional**, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. **Mental health** is important at every stage of life, from childhood and adolescence through adulthood.

Up to **one in four people** will experience poor mental health at some point in their lives. They could be caused by stressful events such as losing a job, bereavement or money issues. These feelings can often be intense, but are often temporary. With the right support and help people make good, positive steps towards recovery. Please visit our website for more information and support to help with your wellbeing.



Contingency plan contacts in a crisis are:

- Crisi Team – Tel: 0300 555 5000 (Adults and Children)
- NHS Service - Tel: 111
- Moorings Crisis Cafe (Exeter) - Tel: 07990 790920
- Samaritans - Tel: 116 123
- Saneline - Tel: 0300 304 7000

LIFELINE LIBRARY SERVICE CHARITY



Research shows that reading can reduce stress, boost your mood and alleviate feelings of isolation. In line with Government guidance, Libraries Unlimited, the charity that runs all of Devon's libraries, offers lifeline services to benefit the community during lockdown.

Library services available include: Choose and Collect; Books to support families with home learning; and Bookable computer sessions for essential access

These are offered by appointment only and customers are advised to contact their local library via email or phone to book based on local availability. The Digital Library Download and stream service is also available for access to thousands of titles and online events. For more information visit the Libraries Unlimited website or contact your local library on 01395 443245 for more information.

