



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: SUMMER 2019 – ISSUE 55

OPENING HOURS: Monday to Friday, 8.00am to 6.30pm, Tel: 01395 441212 (8.00am – 6.00pm)
OUT OF HOURS: Dial **999** for life-threatening problems and Dial **111** for non-urgent advice
WEBSITE: www.budleighsaltertonmedicalcentre.co.uk

IN THIS ISSUE: Chairperson's News; Saturday GP Clinics; Practice Administration Team; Medication Supplies; Age Concern; How to Apply Sunscreen; Family BLS and First Aid Training; Cheese and Wine Evening; Memory Café

CHAIRPERSON'S NEWS

Welcome to the Summer edition of the Patient Group Newsletter; perhaps not the driest of summers so far – but the fields, gardens and allotments look good!

In May we held the Patient Participation Group Annual General meeting. This was not as well attended as we would have liked but it was a useful exercise nonetheless. We heard how very happy some patients are with the service they receive and there was praise for a service which is seen to go above and beyond expectations. There were also some useful comments about making information about the PPG more available; a full list of the members of the PPG Committee is on view in the main entrance to the Surgery and the minutes of our bi-monthly meetings are available on the Surgery's website.

At the AGM three new members stood for election to the Committee – Judy Wright, Jacqui Ruhlig and David Forward. All 3 were elected and we are very pleased to welcome them to the group. Judy and Jacqui live in Budleigh and David lives in Colaton Raleigh. David has also volunteered to be the Vice Chairman of the Group and I am very pleased to have his support.

We collate all the valuable information you provide through the Friends and Family Test and we are pleased to report that the Surgery remains much appreciated but we have also seen a few comments about appointment booking which some are finding difficult. We would urge patients to use the online booking service whenever they can for future appointments BUT you will always be able to have an appointment on the day if needed – which is more than many other GP surgeries around the country are able to provide.

As you know our Wine and Cheese/First Aid evening last September proved to be very popular and so we shall hold another on 9th October 2019. This will include a talk on Statins. Look inside for more details.

If you have any views or comments you would like to share with your Patient Participation Group please do not hesitate to contact us, details of how to do this are in this newsletter, on the Surgery website and also on the noticeboard in the entrance to the Surgery.

With good wishes for the summer, Sue Lake

PATIENT GROUP COMMITTEE

Sue Lake
Chairperson

David Forward
Vice Chairperson

Deborah Mitchell
Secretary

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

CONTACT US

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

Or by hand to:
Patient Participation
Group post-box in the
Medical Centre



In response to patient feedback the practice is now offering a weekly Saturday morning GP Clinic for pre-booked appointments only. You can pre-book via telephone, in person or on-line.

PRACTICE ADMINISTRATION TEAM

Sadly we said goodbye to Maureen and Gwen who recently retired after working at the practice for over 40 years between them!

We are so pleased to be able to welcome Kate and Vici to our Administration Team whom I am sure you will get to speak with on the phone or meet in reception over the coming weeks.



Sometimes, it can be overlooked as to how important the role of a GP administrator is. They are your first point of contact with our surgery and they are an integral part of our service to you – they are essential in the smooth running of our practice.

All forms of contact begin with an administrator. Phone calls, walk-ins, appointment requests, prescriptions and every other possible customer need is managed by this team. Our administrators are trained to perform a triage of sorts with each situation that arises, determining if it should be handed over to the doctor immediately, placed on hold for a call-back, or handled without involving the doctor at all.

Being the first point of contact, unfortunately they can be in receipt of verbal and aggressive behaviour. The doctors will not tolerate any form of unacceptable behaviour towards their staff and ask you to respect them as they respect you.

Please remember, without our administration team our surgery could not run. They are an integral part of our service to you.



MEDICATION SUPPLIES

The PPG and the practice are aware that many of our patients have been unable to get their usual medication and have to have an alternative prescribed.

There is no single answer to explain why there are shortages at both a local and national level, however suggestions behind this are: increased global demand; cost of raw materials; new regulatory requirements driving up costs; fluctuations in exchange rates; generic companies unwilling to continue to sell unprofitable products; unconscious stockpiling.

Most patients are able to get their prescriptions filled as normal. If there is a known shortage to the practice then you may see this change has already been made on your behalf. However, if you are go to your pharmacy and are advised your medication is out of stock please ask the pharmacist to contact the surgery direct and we will do our best to prescribe an alternative medication for you within 48 working hours.

Next time you phone / visit the surgery please can you confirm both your home and mobile telephone numbers with the receptionist and advise whether or not you would be happy to receive text messages relating to your health care from the practice. Thank you very much.



We believe one of the best ways to live a healthy, active and fulfilling life during our 50+ years is to positively embrace the idea of active ageing. Through keeping fit - physically and mentally - being socially engaged, developing and improving our skills. Also, by welcoming new challenges and accessing services which allow us to lead as far as possible an independent life. As an independent, not for profit charity, we are able to keep charges to a minimum and offer extremely competitive rates.

Being at the Hub gives access to a full range of resources and we enjoy comfortable and well-furnished accommodation which includes a lounge, separate dining area and bathroom facility and in warmer weather take advantage of our Summerhouse which we have recently had installed in the grounds. We use the opportunity for cross collaboration with other areas such as, the Memory Café and Carousel Children's Nursery, and an onsite community bus is available.

Social & Respite Care: Monday, Tuesday and Friday, 10am-3pm. Full or half day support for those requiring a little extra help. £35.75 for a full day and £25.75 for a half day including lunch. Those using our Social & Respite service for the first time benefit from an introductory offer during the first month of one day free and then paying a reduced rate of £30 for one session per week until the end of that month.

Bathing Service: Monday to Friday 10am–3pm. Assisted bathing service in a fully equipped bathroom with qualified, trained and caring staff in a safe, secure environment. £12 or a special discount price of just £5 for those using our Social & Respite Care service. Wheelchair transport can be booked through the Budleigh Hub Reception.

Craft Club: Monthly Thursdays 2:00pm-4:00pm Knit, sew, embroider, crochet, quilt, make clothes with this friendly group. £1 to cover the cost of a cup of tea and cake.

Lunch Club: Monday to Friday, 12noon-1.30pm. Socialise and appreciate a delicious lunch prepared onsite by the Launchpad Café. Please book 48 hours in advance. £6.75.

Balance Exercise: Mondays 10: 30am- 11:30am With Paola Royal working at your own individual pace. £4 per session.

Music & Song: Regular Wednesday Event 2:30pm-3:30pm Join in or just relax and enjoy with Nicky & Angela Marshall (Budleigh Music Festival). Free but donations to Age Concern welcomed.

Golden Oldies Sing-Along: Monthly Wednesdays 10: 30am With popular Mark Hansford coming together to share 'Songs & Smiles'. Free but £2 donation to the Goldies charity appreciated

Get to Know Your iPad: On Demand Mondays at 3:00pm A friendly, informal group aiming to resolve the mysteries of new technology. Fee assessed related to level.

Information & Advice: We are here to help with filling in forms, benefit checks, social support, transport, legal issues etc. Monday to Friday, 10am – 3pm.

To book or enquire about any of our services or to find out more please contact our Manager, Janet Pester at: Age Concern @ The Hub, East Budleigh Road Budleigh Salterton EX9 6HF 01395 441876
ageconcernbudleigh1@gmail.com



HOW TO APPLY SUNSCREEN: As a guide, adults should aim to apply around 2 teaspoons of sunscreen if you are just covering your head, arms and neck; or 2 tablespoons if you're covering your entire body whilst wearing a swimming costume. If sunscreen is applied too thinly, the amount of protection it gives is reduced. This should be applied 30 minutes before going out.



FAMILY BASIC LIFE SUPPORT and FIRST AID More Details Available in September

Your Patient Participation Group together with the medical centre and local primary schools will be organising a free educational event in the Autumn

This event will be open to all our patients and their families we would welcome your attendance and support

Refreshments will be available and we will be asking local children to help bake and sell home-made cakes in aid of local charities. Further information will be on the Practice Website and local schools in September.



CHEESE & WINE EVENING and a TALK on STATINS Wednesday 9th October 2019, 6pm – 8pm at Budleigh Hospital Hub

You are invited to a Cheese & Wine Evening which will include a topical talk on statin medication by a local Consultant, at the Budleigh Hospital Hub

Admission to this free event is by ticket only – so please collect your tickets from reception – there are a limited number of tickets

HOSTED BY YOUR PATIENT PARTICIPATION GROUP

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 Hub (Free Parking)

Dates: August 2nd, 6th, 27th – September 13th, 27th – October 11th, 25th
November 8th, 22nd – December 6th

Christmas Party 20th December 2019 by Invitation Only



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.