



**Budleigh Salterton Medical Centre**

# **Patient Group**

## **NEWSLETTER: SPRING 2019 – ISSUE 54**

**OPENING HOURS:** Monday to Friday, 8.00am to 6.30pm, 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)

**IN THIS ISSUE:** Chairperson's News; Booking Appointments; Benefits of SystmOnline  
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Diabetes; Ways 2 Wellbeing; Budleigh Memory Café; Easter and Bank Holiday Dates

### **CHAIRPERSON'S NEWS**

Welcome to the Spring edition of the Patient Group Newsletter. Since our last Newsletter the NHS has issued their Long Term Plan which aims to tackle what are described as "Major Killer Conditions" We await with interest the details of how our local services in Devon plan to take on this challenge. The use of Information Technology in support of services looks set to increase but here across Devon the uptake of these new services, such as e-Consult, is advancing well and Devon is one of the leaders across the country. Your PPG are hearing from Budleigh residents that they are finding the e-Consult service useful and time saving. The Practice website gives more information and how to use the service.

The PPG have plans to support health information sessions at St Peter's school in Budleigh Salterton. These will be aimed at providing awareness about potential health issues and information about First Aid procedures for children. These sessions will most likely be held in May. Details will be published in the Surgery and on the School website once dates have been confirmed.

As you know our Wine and Cheese/First Aid evening held last September proved to be very popular and so we shall hold another early in the Autumn. This will include a different information session, this time about Statins which we think will be helpful to many of Budleigh's residents.

The PPG will be holding its annual AGM at midday on May 7<sup>th</sup>, at the Budleigh Salterton Health & Wellbeing Hub. I am pleased to say that we have 3 new candidates for the Committee who, if elected, will help to ensure an even wider coverage of the population served by our Budleigh Practice.

Please take a good look inside this Newsletter, it is packed with helpful information. With good wishes for a happy and healthy Springtime.

Sue Lake, Chairperson Budleigh PPG

### **PATIENT GROUP COMMITTEE**

Sue Lake  
Chairperson

Deborah Mitchell  
Secretary

David Forward  
Peter Freat  
Robert Harland  
Chris Kitson  
Mark McGlade  
Lynette Oram  
Michael Rice  
Jacqui Ruhlig  
Richard Waller  
Judy Wright

Richard Meizner

### **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

**A smear test  
lasts 5 minutes.**

**5**

The impact of cervical cancer  
lasts a lifetime.

Attend your smear test.  
Reduce your risk.

**ARE YOU ENJOYING THE BENEFITS OF OUR ONLINE PATIENT SYSTEM? IF NOT, JOIN NOW?**

**What are the benefits to you?**

- It's available 24 hours a day, 7 days a week and can be used at your own convenience
- It can save you a trip or a phone call to the surgery
- You can book, view and cancel your appointments
- You can request repeat medication and set up a nominated pharmacy to collect it from
- You can review your summary care record
- You can update your contact details
- You can review your detailed coded medical record and view your test results

Signing up to this service will take just **ONE** visit to the practice and under **5 minutes** of your time. At this visit you will need to complete a short request form and provide photographic proof of identity. The receptionist will then provide you with a user name and password to enable you to log onto SystmOnline. It is as simple as that! Don't delay – sign up today!

**DOWNLOAD THE APP!** There is also a SystmOnline phone app which can be downloaded for free. It can be found by searching 'SystmOnline' within the app store on any iOS enabled device.



**Group Consultations for Patients with Diabetes**

We are privileged to be one of the few practices in the area to be offering Group consultations for diabetes care. Feedback from patients involved in other areas has shown they have enjoyed the format and meeting other people 'in the same boat'. We feel the community spirit of our patients and the facilities we have access to at The Hub make Budleigh an ideal area to lead in this service provision, and as always we want to provide the best service we can for our patients.

Initially we will be offering this exciting opportunity to our patients with diabetes for their annual reviews as a one off, and for some who need additional support, a course of 3 sessions. The sessions will be led by our trained facilitator HCA Donna Jones. Sam Horne, our diabetes practice nurse, or Dr Heaney, our Diabetes Lead GP, will be on hand for about an hour of the session, to answer individual questions from these patients about their diabetes care.

The groups consist of between 8 and 12 people and last up to 2 hours. Prior to the session the patient will have the normal blood test, blood pressure, height, weight and urine test. The results need to be available for the session. Before being admitted to the group, participants must sign a confidentiality agreement - what goes on in the group, stays in the group!

**Patient benefits:**

- More time with a clinician than standard reviews
- Connection with peers who live with the same condition
- Confidence to take control and self-manage your condition within a supportive environment
- Learning and reassurance from peers about their experience of treatments, medicines and managing the condition from day to day
- Improved health outcomes and improved care experience

At your next annual review you may be asked if you would like to take part in a group consultation. There are limited spaces during this trial period. You may not get in this time, but if this trial shows the positive patient outcomes we anticipate, we believe you will be offered further opportunities, perhaps for different reviews, in the future. If you are offered and accept a place, congratulations and well done for trying something new. We hope you enjoy it and get as much out of the experience as we anticipate.

eConsult provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7

**What are the benefits to you? Patients will:**

- not having to wait in a telephone queue to request advice at 8am
- not needing to 'call back tomorrow' as eConsult provides an option for response from a GP
- receive medical advice 24/7 via eConsult's self-help online services
- have their symptoms remotely assessed by a GP and will receive a response by 6.30pm of the next working day, potentially without the need to visit the surgery in person
- not necessarily have to take time off work or use holiday entitlement for a GP consultation
- have access to round-the-clock support and alternative treatment providers

**eConsult is easy to use with no login or password to remember:**

1. Log onto the practice website [www.budleighsaltertonmedicalcentre.co.uk](http://www.budleighsaltertonmedicalcentre.co.uk)
2. Click on the pop up box on the front page "Contact your doctors online"
3. Add your consent and follow the instructions



## Booking Appointments

Feedback to the practice suggests that at times our appointment system can feel complicated and not always patient friendly. We hope that if we outline how the system works it will make using it feel easier.

The tension that exists for the practice is making sure that every day we have enough spaces to see people that 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 for patients to book ahead to make it easier for those working or with difficulties arranging transport to the surgery.

Six appointments of each clinic is reserved for appointments to be booked in advance and for follow up appointments as requested by the doctor. A few other appointments throughout the day may be booked as well, for the reasons explained above and for GPs booking follow ups during consultations.

As a practice we see everyone who needs to be seen 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 from 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 people working away and for those who find it difficult to get in within normal surgery opening hours we run extended surgeries that can be booked in advance; please contact the surgery for these times Our phones are very busy when the surgery opens at 8.00 am. It is much quieter and easier to get through after 9.00 am. Please remember we always see everyone who needs to be seen on the day that you contact us and it might not be necessary to phone at 8.00 am.



## Ways 2 Wellbeing

It is true to say that for many situations in life, medication is not the answer. Sometimes what's needed is some support, encouragement and guidance to help us improve our lives.

We are therefore pleased to introduce Ways 2 Wellbeing which is a new service for patients whose health and well-being would benefit from accessing groups and services in the community, but may need support and encouragement to do so.

This goes beyond a 'sign-posting' service, as health coaches work with a patient for 6-8 appointments to overcome the barriers to them currently accessing community/voluntary services (e.g. confidence, motivation). The role of the health coach is to empower, support, motivate and encourage.

If you are feeling stuck in a rut and would like a helping hand, ask for a telephone consultation with a GP who will be able to refer you to a Health and Wellbeing Coach.

This could be your first step in a new and positive direction. So make that call today!

## 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:** 12<sup>th</sup> and 26<sup>th</sup> April, 10<sup>th</sup> and 24<sup>th</sup> May, 7<sup>th</sup> and 21<sup>st</sup> June, 5<sup>th</sup> and 19<sup>th</sup> July, 2<sup>nd</sup>, 16<sup>th</sup> and 30<sup>th</sup> August 2019

Please contact Jo Keeler (Tel: 01395 441212) for further information.

## Easter and May Bank Holidays 2019

Budleigh Salterton Medical Centre will be closed on:

Good Friday 19<sup>th</sup> April 2019 and Easter Monday 22<sup>nd</sup> April 2019  
Bank Holiday Monday 6<sup>th</sup> May 2019 and Bank Holiday Monday 27<sup>th</sup> May 2019

On all other days our opening hours of 8.00am to 6.30pm, Monday to Friday, will remain the same

Please remember to order your repeat prescriptions in plenty of time for Easter

