



**Budleigh Salterton Medical Centre**

# **Patient Group**

## **NEWSLETTER: SUMMER 2018 – ISSUE 52**

**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)

**IN THIS ISSUE:** Chairperson's News; Flu Vaccination; SystmOnline; Trude's Brood; Congratulations; Welcome; New Cycle Rack; Cheese & Wine Evening; One Small Step; Memory Café

### **CHAIRPERSON'S NEWS**

Welcome to another edition of the Medical Centre Newsletter, our Spring edition followed the snow and now we have a heatwave!

As you may already know your Patient Participation Group is here to represent your views at the Medical Centre. Much of the information we receive remains very positive about the service our health team provides but, on occasion when people do have concerns, we find the Medical Centre team respond very promptly and positively. We are looking for a new Committee member to represent patients of the Centre who live outside Budleigh (Otterton, East Budleigh, Colaton Raleigh etc) so if you would like to know more about joining our group please let us know. Our contact details are on this page.

Over the next few months you will hear more about a scheme called Patients Connected. This is a new way of sharing your patient record to improve your care. Your patient record is kept only at the surgery where you are registered but in future you may have the opportunity to see a doctor or nurse outside the usual business hours and this will enable that clinician (only) to see your record and provide appropriate and informed care. Watch out for more information in the Medical Centre and in this Newsletter.

Finally, we will be holding a "meet your Patient Participation Group" event during the evening of September 26th at the Medical Centre. There will be refreshments (Wine & Cheese) and First Aid demonstrations. Please see reception for a free ticket if you would like to attend this event.

Sue Lake  
Chairperson, Budleigh Salterton PPG

### **PATIENT GROUP COMMITTEE**

Sue Lake  
Chairperson

Deborah Mitchell  
Secretary

Peter Frean  
Robert Harland  
Chris Kitson  
Mark McGlade  
Lynette Oram  
Michael Rice  
Richard Waller  
Richard Mejzner

### **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



**Please support your GP surgery by choosing to have your flu vaccine with us**



We will have flu appointments in our weekly clinics which will be bookable online, over the telephone and at reception – we will also be offering two Saturday clinics in October 2018.

We can also offer you a flu vaccine while you are here for another reason, so if you already have an appointment booked with a doctor or a nurse then we can vaccinate you when you attend – just mention this to the clinician.

If you wish to decline to have your vaccination or have been vaccinated elsewhere, please telephone or email the surgery at [d-ccg.budleighmedicalcentre@nhs.net](mailto:d-ccg.budleighmedicalcentre@nhs.net) so that we can update your records.

The flu vaccine is offered free to people who are at risk, to protect them from catching flu and developing serious complications. It is recommended that you have a flu jab if you:

- are 65 years old or over
- are pregnant
- have a serious medical condition (eg: COPD, diabetes)
- are living in a long-stay residential care home
- are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

If you are the parent of a child who is over six months old and has a long-term condition, speak to your GP about the flu vaccine. You should receive an invitation, but if you don't then please contact the medical centre.

If you have had a previous allergic reaction to a flu vaccine then please speak to a clinician before having a further flu vaccination.

**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.**



Did you know you can view, book and cancel GP appointments; request repeat prescriptions; view your summary care record; (ie allergies, acute and repeat medications); send messages; view your coded medical record including test results –all from the comfort of your own home **24 hours a day!**

It will take just ONE visit to the surgery to register for these services.

Signing up to this service will take under 5 minutes – all you need to do is attend the surgery and complete a short request form, provide photographic proof of identity and the receptionist will give you a user name and password which will allow you to log on to SystemOnline.

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

**We are looking for a Patient Participation Group representative for the communities outside of Budleigh who are registered with the Budleigh Salterton Medical Centre to join our Committee.  
Your Surgery – Your PPG – Get Involved Today and Make a Difference**

## “TRUDE’S BROOD”

As you know our wonderful Practice Manager, Trudy Carter, lost her battle to cancer in May.

Some of our staff formed a team “Trude’s Brood” in her memory and took part in Race for Life.

“Trude’s Brood” has raised £817.00 for Cancer Research UK – thank you to all those who made donations.

If you would like to make a donation the forms will remain in the reception until the end of August 2018.



## CONGRATULATIONS

I am sure most of our patients have met Alicia who started an apprenticeship here at the practice in September 2017. She has done incredibly well with her apprenticeship and achieved “Runner Up of the Year” for her attitude and commitment to the apprenticeship. Well done!

## WELCOME DR CATHERINE GOLDING

*“Having taken time out to work in a local child abuse service, I am delighted to be returning to general practice and feel very fortunate to have joined the team at Budleigh Salterton Medical Centre.*

*I studied at The Royal London Hospital and qualified in 1992. Since then, I have worked in a variety of medical fields. I have special interests in women’s and men’s health together with the wellbeing of teenagers. Whilst enjoying all areas, I find the psychological aspects of medicine particularly rewarding.*

*Outside work, I enjoy time with my family and friends. My hobbies include cooking, photography and exploring our beautiful countryside with my dog.”*

Catherine Golding



## NEW CYCLE RACK

Thank you very much to all those who bought raffle tickets at our Flu Clinic last year. The money raised, together with a large donation from the Health Centre Charity has funded a cycle rack for our patients.

Did you know the health benefits of regular cycling? It has can help reduce the risk of chronic illnesses such as heart disease, type 2 diabetes and stroke. It can also boost your mood and help keep your weight under control.

For health benefits adults should do at least 2½ hours of moderate activity each week. Children and young people should do at least an hour of moderate to vigorous activity daily. A 30 minute cycle will count towards your recommended weekly activity target.



## CHEESE & WINE EVENING WEDNESDAY 26<sup>TH</sup> SEPTEMBER 2018

You are invited to a Cheese & Wine Evening at the medical centre on Wednesday 26<sup>th</sup> September 2018, 7.00pm – 9.00pm

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

Admission will also include the opportunity to learn how to use a defibrillator and paediatric life-saving skills

**PATIENT EVENT HOSTED BY THE  
PATIENT PARTICIPATION GROUP**



**CONSULT OUR DOCTORS ONLINE**

Our eConsult service can be accessed 24 hours a day and it allows you to request advice from our practice online and to get self-help advice for hundreds of common conditions

**eConsult** offers a range of benefits including advice, support and contact with your GP.

At the click of a button you can:

- Get medical advice
- Learn more about your condition
- Request your test results
- Request extensions to fit notes.
- Contact your GP via an online form. Your GP will decide on the most appropriate treatment options for you and you will receive a response by the end of the next working day.

## 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 3<sup>rd</sup>, 17<sup>th</sup> and 31<sup>st</sup>, September 14<sup>th</sup> and 28<sup>th</sup>, October 12<sup>th</sup> and 26<sup>th</sup>

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.

