



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: SPRING 2018 – ISSUE 51

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

IN THIS ISSUE: Chairperson's News; A Day in the Life of a Budleigh GP; Doctors' Time-Tables; Extended Hours; Handi Paediatric App; One Small Step; Memory Café; Easter Bank Holidays (Additional insertion on the Budleigh Hub)

CHAIRPERSON'S NEWS

What a chilly winter we have had, and no shortage of nasty bugs to go with it. Let's hope Spring is now really on the way and brings with it some warmer weather to help us keep fit!

I am reminded of a very sound piece of advice I was given many years ago when I was an enthusiastic (and terrified!) student nurse. Our Matron Miss Titley, affectionately known as "Old Titters", would often instruct us "Take care of your teeth and feet nurse". She was absolutely right. If you cannot eat a balanced diet and keep mobile you will find it much harder to prevent or combat the illnesses that inevitably will impact you from time to time.

There has been considerable publicity about pressures on the NHS this past winter and rising concern that patients are becoming less satisfied with their GP service. However, the Friends and Family questionnaires at our own Surgery show that people are very pleased with the service they receive and consider it to be superior to that which their friends and family receive in other parts of the country. The questionnaire has highlighted one area of concern – availability of GPs and the difficulties experienced in trying to pre-plan and arrange appointments in advance. Your PPG is working with colleagues in the Practice to see if anything can be done to alleviate this issue.

This edition of the Newsletter includes a further more detailed update on services at the Budleigh Community Hospital Health and Wellbeing Hub, it is a very interesting read and contains much useful information with contact details. We are very lucky to have this great facility which is a first of its type for the country and has excited considerable interest from across the country.

Please do not forget that your Patient Participation Group is here to represent you and we welcome your comments and views about the Budleigh Surgery. Positive comments are always welcome and concerns and worries will be shared with the Practice to see what can be done to alleviate them.

Sue Lake
Chairperson, Budleigh Salterton PPG

PATIENT GROUP COMMITTEE

Sue Lake
Chairperson

Maureen Tregurtha
Vice Chairperson

Peter Frean
Robert Harland
Chris Kitson
Mark McGlade
Lynette Oram
Michael Rice
Richard Waller
Veronica White
Richard Mejzner
Deborah Mitchell
(Secretary)

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 DAY IN THE LIFE OF A BUDLEIGH GP ...

Firstly I want to start by saying that having worked as a GP for almost 4 years in Budleigh, I feel well placed to say that it is **fantastic** and we are all fortunate to live in an area of outstanding natural beauty. It's fair to say that I, like most GPs, value the **variety** that general practice affords to my working life and it's a **privilege** to serve my local community. I also acknowledge the **responsibility** this position demands and I hope the coming few paragraphs will give you an enlightening insight into "A day in the life of a Budleigh GP."

The week starts promptly for me on Monday with my **7am early surgery** where I run a clinic between 7-8am specifically to try and cater for those who can't attend during normal working hours such as working folk or students, but in reality it's just like any other clinic, just earlier.....!!

Next is the **8am clinical meeting** which all the GPs attend and we discuss complex cases, child protection issues and matters around our professional development and education. We sometimes have guests giving us updates on local services such as the HUB and dementia support services.

After a quick loo stop it's onto my **9am -12noon (ish) morning surgery**. I will see 16 patients in back to back 10 minute appointments. In these precious 10 minutes I need to find out what the problem is by listening and questioning, then examining the patient, offer a treatment plan, write up the notes accurately and make any necessary phone calls or referrals, all before I can call the next patient and start the process again. We rarely know what is coming through the door and a typical surgery could consist of seeing elderly patients with multiple long term illnesses and difficulties coping at home, followed by a few weeks old baby with feeding issues, then a suicidal patient requesting help, followed by a cancer patient needing a specialist hormone implant inserting. It is really very varied. Unfortunately during this 3 hour clinic there are **inevitable interruptions** too (let's face it, people don't plan when to be ill). It must often look like our door is closed with no patient in the room but we may well be organising an emergency hospital admission for an acutely unwell patient or be on the phone to hospital specialists. Often Ambulances call us for advice, hospital doctors ring us with important updates, urgent test results requiring attention are phoned through to us or simply it's our excellent nurses who just need our support and we have to pop out to help them. Also, it is not uncommon to have to drop everything and run out on an urgent visit mid surgery. Needless to say after morning surgery I am usually running late....sorry.

Then I typically **sign around 100 prescriptions** by hand or electronically (while eating my sandwiches) before starting **home visits 1pm-2.45pm**. We visit patients in the 4 care homes in Budleigh as well as providing a visiting doctor service to any patient who is housebound in Exmouth, Budleigh, Otterton and as far as Newton Poppleford. Home visits are much more time consuming, we often have **4-6 visits per GP per day**. After visits I will try and catch up with **phone calls** left from the morning that I haven't had chance to do yet and write up my visits and do any associated prescriptions.

Afternoon surgery 3pm-5pm is a replica of the morning surgery format. The only difference here is that the "emergencies" are diverted to the "**Duty Doctor**" who deals with all the urgent issues after 3pm so in theory less interruptions in the afternoon. Then follows the "**Extras list from 5pm**" which is one clinic run by all the GPs collectively to see anyone on the same day who needs to be seen, this is really for the things that can't wait another day and can be anything from 5 patients to 35 patients depending on the demand.

After we close the doors at 6pm I will check through the **30-50 blood results** and **40 letters** that arrive daily needing attention. I'm usually pretty exhausted by now and invariably I won't get everything done in a day so I will often **log on from home** to catch up with the admin side of things in the evenings and at weekends.

On top of the clinical work I am involved in **education** with medical students as well as having a duty to demonstrate **professional development** each year with reflective practice and maintaining good levels of continuous learning. Finally as one of the Partners I have a **commitment** to my team to help with the running of the practice and support the staff I employ.

This is the vocation that took me over a decade to train to do and with the team in Budleigh we are like family, that is to be a group of likeminded individuals who pull together and put the needs of patients 1st and for me this is the core of who we are in Budleigh. If you will allow me to coin a new phrase for Budleigh medical centre:

“A typical day in the life of Budleigh Salterton Medical Centre is typically unique”

Dr Brian Taylor, GP Partner

DOCTORS' TIME-TABLES

Dr Richard Mejzner	Wednesday, Thursday, Friday
Dr Tania Davis	Monday, Tuesday, Wednesday
Dr Karen Heaney	Monday Wednesday, Thursday
Dr Ben Hallmark	Monday, Tuesday, Wednesday, Friday
Dr Brian Taylor	Monday, Tuesday, Thursday
Dr Helen Parkes	Monday, Tuesday, Wednesday (am), Friday

EXTENDED HOURS

We are pleased to be able to offer our patients extended hours by appointment only for those who find it difficult to attend normal surgery times due to work commitments, school, etc.

Monday at the surgery - 7.00am - 8.00am and 6.30pm - 7.30pm (4 in 5 weeks)

Wednesday at the surgery - 7.00am - 8.00am (4 in 5 weeks)

Saturday at the surgery - 8.30am - 11.30am (once monthly)

Please note: These clinics are for pre booked appointments only - if you do not have an appointment please visit the surgery during our normal opening hours of 8.30am - 6.00pm, Monday to Friday.

HANDi PAEDIATRIC APP



NHS NEW Devon CCG has launched a new mobile app that will give you up-to-date advice about common childhood illnesses and how to treat them. The app has been designed as a way to reduce the number of children and young people who visit A&E, but need no treatment.

It has been developed by paediatric consultants and will give you access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care concerns.

The app contains information about when and how to ask for help, along with what to expect when your child is being assessed.

We know you generally don't want to take your children to A&E unless it's absolutely necessary – but often you end up there because you are not sure what else to do. We hope this app will give you confidence in dealing with the more minor conditions yourselves at home.

Looking to make a change and get healthy? We know it can be difficult to know where to start.

Perhaps you are a smoker who would like to cut back or even give up for good? Or you might want to aim for a healthier weight but can't find the time or motivation to get active. Whatever your goal, OneSmallStep can help.

OneSmallStep is the service set up and funded by Devon County Council to guide and support you through small steps to change. By looking at the process in small steps, we believe it can be much more achievable!

OneSmallStep offers support when and how you need it with information, advice and guidance available online, by telephone and through coaching so you can start making small changes to feel healthier now.

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: 16th March 2018; No café on Good Friday; 13th and 27th April; 11th and 25th May 2018

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.



EASTER and MAY BANK HOLIDAYS 2018

Budleigh Salterton Medical Centre will be closed on:

Good Friday 30th March 2018 and Easter Monday 2nd April 2018
Bank Holiday Monday 7th May 2018 and Bank Holiday Monday 28th May 2018

On all other days our opening hours of 8.30am to 6.00pm, Monday to Friday, will remain the same

Please remember to order your repeat prescriptions in plenty of time for Easter, especially if you are going away.

