



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: WINTER 2018/19 – ISSUE 53

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

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CHAIRPERSON'S NEWS

The time goes by so fast, it seems that only a few weeks ago we were all talking about heat and caterpillars, now it is cold again! Please take a look inside this copy of your Newsletter as it contains some useful information about coping with the winter chill and keeping yourself fit through the darker months.

You will have seen recently that there has been considerable focus in the media about loneliness. Loneliness can affect anyone at any age and its effects can be very damaging. Recent research has shown that loneliness can be as bad for our health as physical illness and has been likened to having the same impact as smoking 15 cigarettes a day.

Whilst remembering that being alone does not always mean someone is lonely you may know of someone nearby who would value a friendly face at the door. Perhaps that person could join your group or organisation and become involved in something which is interesting as well as providing a valuable service.

There are many organisations in this area on hand to help if you are lonely, details can be found in the Surgery or by simply dropping in to the Budleigh Hub or local clubs and associations.

Our "Meet Your Patient Participation Group" event in September was well attended and we received some very positive feedback about the First Aid demonstrations which were given. The cheese and wine went down well too! We shall hold further events like this and will keep you informed of dates and locations.

Your Patient Participation Group is hearing that the eConsult service, described inside this issue, is becoming increasingly popular and proving to be very helpful for many patients. You may wish to consider this if you have not used it before. It is user friendly and may save you a journey to the surgery.

With best wishes for the coming festive season.

Sue Lake Chairperson Budleigh 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



If you have missed the Annual Flu Clinics then please phone the surgery on 01395 441212 after 10.00 am to make an appointment with one of our nurses.



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.

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.



EXMOUTH AND DISTRICT PROSTATE SUPPORT GROUP

"We are a local voluntary group offering advice, help and support to men diagnosed with prostate cancer or other prostate problems, together with their wives / partners.

We hold specialist meetings at The Manor Hotel in Exmouth and the speakers are consultants and specialist nurses from the Urology Department at the Royal Devon and Exeter Hospital. These meetings are friendly and informative and time is always set aside for questions. Newcomers are warmly welcomed.

For further details, please telephone our helpline on Tel: 01395 445614."

Exmouth & District Prostate Support Group

Many of our patients are now able to have Long Term Condition appointments and Frailty Clinic appointments with our nursing team at the Budleigh Hospital Hub.

If you struggle with transport to and from these appointments or indeed any other appointment at the Hub then please contact the Hub reception on Tel: 01395 446896 as they have a small bus with wheelchair access available for residents in and around Woodbury, Exmouth and Budleigh.

If you need to use this service then please contact the hub direct with your appointment details.



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.



www.onesmallstep.org.uk

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? Would you like help to be moving more? Advice on drinking less? 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.



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.



BE PREPARED! WINTER IS COMING!

As Autumn draws to a close there are some basic things people can do to ease their lives in the event of a period of severe Winter weather making it difficult or even impossible to venture out:

- Heat your home well (minimum of 18°C) and make sure you are dressed for the weather
- If you use solid fuel or oil, make sure you have enough to last through a period of severe weather
- Ensure any spare blankets are aired and ready for use
- Buy in some extra tinned or dried food which can be heated up if you are unable to leave the house for a few days
- If you have a freezer, stock it up a bit more than usual
- Make sure you have a torch (and batteries) in a handy place
- If you take regular medicine check you have a sufficient supply to tide you over in case you are unable to get to the doctor or a chemist due to the weather
- Buy one or two bags of table salt – these are cheap and a sprinkling of salt on the front step or path will get rid of any snow or ice
- If you are **over 65** book an appointment at the surgery to have your annual **free flu** vaccination

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: December: 7th Christmas Party (by invitation); December: 21st Nibbles and Music
January: 4th and 18th; February: 1st, 15th and 28th; March 8th and 22nd

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



CHRISTMAS 2018 AND NEW YEAR 2019

Visit us on Budleigh's Late Night Christmas Shopping Event on Friday 7th December 2018 at 6.00pm

Budleigh Salterton Medical Centre will be closed on:
Christmas Day Tuesday 25th December 2018 and
Boxing Day Wednesday 26th December 2018
New Year's Day Tuesday 1st January 2019

On all other days our opening hours of 8.00am to 6.00pm, Monday to Friday, will remain the same.

We will take this opportunity to wish all our patients a very Merry Christmas and a Healthy New Year.

