

Practice Newsletter

Autumn 2017

FLU CLINIC APPOINTMENTS

Available to book
Saturday 30th September
Saturday 14th October
8:30am - 11:30am

Are you Eligible?

- Patients over 65 Years Old or over
- Patients with the following Chronic Disease
 - Respiratory (Asthma, COPD)
 - Diabetes
 - Heart Disease
 - Kidney Disease
 - Liver Disease
 - Neurological Disease
 - Weak Immune System (No Spleen, Immunosuppression)
- Pregnant Women
- Children aged two & three (Nasal Spray)
- Morbidly Obese (defined as BMI of 40 and above)
- Carers



Staff Update

We welcome to the Clinical Team, Nurse Prescriber Nadine Brooks. Nadine is able to diagnose and prescribe for acute and minor illnesses.

Our new GP Registrar who has joined the practice in August for a twelve month placement is Dr John Brittain. GP Registrars are qualified doctors who are training to become a GP through a period of working and training in a practice and have usually spent at least two years working in a hospital.

To our Patient Services Team we welcome back Kirsty and Sophie. Both Kirsty and Sophie have worked at the Practice in the past and have come back to join us. They are taking over from Jan and Roxanne who are moving to Surgeries nearer to their homes. We wish them all the best.



PATIENT GROUP

We are a group of patients who have volunteered to liaise with doctors and staff at the surgery to improve services, help to plan future priorities and listen to patients' concerns. At present we are a very small group and would love to hear from more volunteers to ensure that all patients' voices and needs are represented.

Please get in touch if you think you could join us for meetings.

For future meetings, we are planning on focusing on:

Appointment system

Information boards

Complaints/praise

Getting opinions heard

If you would like to get in touch for an informal chat please contact -
kmppatientgroup@hotmail.com



How did you rate our service today?

Please visit NHS choices (www.nhs.uk) and search for "Kingsteignton Medical Practice" and leave us a rating and review.

Or use the link on our website (on the right hand side)

www.kingsteigntonmedicalpractice.co.uk which will take you straight to the review page.

The Appointment System – Health Navigation



“Why does the receptionist need to ask what’s wrong with me?”

The receptionists are here to help you and to direct you to the most appropriate healthcare professional.

They have been trained as Health Navigators. This is a member of the healthcare team who helps **patients** “navigate” the healthcare system and get timely care. Navigators help coordinate **patient** care, connect **patients** with resources, and help **patients** understand the healthcare system.

Appointments may be with a GP, a Nurse Practitioner, Nurse Prescriber, a Nurse or Healthcare Assistant. The receptionist will ask you the nature of your problem in order to help you.

They may also direct you to a service outside of the practice depending on your needs.

The demand for GP appointments is increasing, and in an effort to ease the pressure and improve access for patients we offer a same day telephone call with a doctor to any patient who

feels their medical condition cannot wait until the next available pre-bookable appointment. This allows the doctor to assess your medical needs, arrange further tests or book you an appointment which may be on the same day if your medical condition is urgent.

This system allows doctors to prioritise their workload and ensure patients who need to be seen more urgently are seen.

It is also for this reason the receptionist asks you the nature of your problem to help the doctor; please be assured the receptionists are not making decisions about your care. If you prefer not to discuss this with the receptionist, please just inform them politely and they will be happy to book you the appointment or telephone consultation in the normal manner.

We know you prefer to see your usual doctor and this is better for your continuity of care. This may mean waiting a little longer for a routine appointment if your medical condition is not urgent. A proportion of our appointments and telephone consultations are pre bookable up to four weeks in advance for follow up and

non-urgent problems. Doctors’ appointments are for 10 minutes, if you feel you will need longer or have more than one problem please ask the receptionist to book a double appointment.

Please let us know if you are unable to keep your appointment so that we may offer it to another patient

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

Repeat Prescriptions



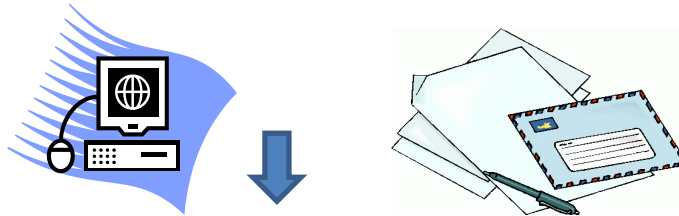
We ask that prescription requests are submitted in writing.
We need to know the name, strength, dose and quantity of the drug or drugs you require.

How to order your repeat medication

- **On line** using **SystemOnline**. The easiest way for you to order, at any time of the day.
- **By repeat-slip** dropped off in the Prescription Request box in the foyer or letterbox or requests can be posted to us.
- Please order your repeat medications 7 – 10 days before you are due to run out. This allows us and your pharmacy enough time to process your request. **PLEASE ALLOW 3 WORKING DAYS (EXCLUDING WEEKENDS)**

Three steps to the Prescription Process: -

1. Order your prescription in writing



2. Surgery processes prescription and sends to pharmacy



3. Patient collects from pharmacy or has delivered





- From November 2017 our prescriptions email address will no longer be available to patients. We are encouraging patients to sign up to SystmOnline where you will be able to **Book and cancel appointments**
- **View existing appointments**
- **Order prescriptions**
- **View medications**
- **View your Summary Care Record**
- **View your Vaccination Record**
- **Change and update your contact details**
- **Nominate your preferred pharmacy**
- **Complete questionnaires**



24 hours a day. 7 days a week. 365 days a year

Download from the App store (searching SystmOnline).

Please ask at reception or speak to your clinician for further details.

For more information and guidance please visit our website

www.kingsteigntonmedicalpractice.co.uk

DID YOU KNOW

WE HAVE OVER 10,500 PATIENTS

IN THE AVERAGE WEEK

WE SCAN, PROCESS AND ACTION **2400 DOCUMENTS**

WE PROCESS **890 PRESCRIPTIONS**

WE ANSWER APPROXIMATELY **1300 TELEPHONE CALLS**

OUR GP'S SEE AND TALK TO **712 PATIENTS**

**OUR NURSES, NURSE PRACTITIONER AND HEALTH CARE ASSISTANTS SEE ON
AVERAGE **600** PATIENTS**

SELF CARE – USEFUL INFORMATION

Minor Ailments and Conditions

Your chemist can help with:-

<i>Ear-ache</i>	<i>Athlete's Foot</i>
<i>Teething & Nappy Rash</i>	<i>Diarrhoea</i>
<i>Threadworms</i>	<i>Skin rashes, Impetigo</i>
<i>Hay fever</i>	<i>Eye infections</i>
<i>Cold Sores and mouth ulcers</i>	
<i>Coughs, colds, sore throats, blocked nose</i>	
<i>Thrush and uncomplicated Urinary Tract Infections</i>	

Just drop into your local pharmacy and ask to see the pharmacist

Minor Injuries

For adults and children aged 3+

Minor Injury Units (MIUs) are able to help if you suffer:

<i>Minor scalds & burns</i>	<i>Foreign bodies, eg splinters</i>
<i>Broken bone (fracture)</i>	<i>Minor head injuries</i>
<i>Cuts, grazes, wounds</i>	<i>Muscle or joint injury eg sprains</i>
<i>Skin complaint – insect/animal/human bite or sting</i>	
<i>Localised allergic reaction & infections</i>	
<i>Minor eye injuries & infections eg wounds</i>	
<i>Emergency contraception is also available</i>	

Phone your nearest MIU : Newton Abbot
8.00am – 10.00pm, 7 days a week 01626 324500

Muscular/Skeletal Problems

You can refer yourself straight to the NHS physiotherapy service for conditions including:

<i>Back & neck pain</i>	<i>Sports injuries</i>
<i>Sprains and strains</i>	<i>Joint Pain</i>
<i>Whiplash disorders</i>	<i>Muscle pain</i>

Staff will try to offer you a same-day appointment if you phone them
Monday-Friday, between 8.30 and 12 noon, on 0300 456 9987



Kingscare News

Registered Charity No. 1096343

A BIG Thank You to Kingscare for kindly donating a new defibrillator to the Practice

Did you know?

The Kingscare shop is at 29 Fore Street, Kingsteignton. Come in and browse or donate any unwanted items

We have a variety of groups including Tai Chi, Walking and Singing

Volunteers are always wanted

The new Health & Wellbeing programme is going well. We have 3 co-ordinators who can spend up to 12 weeks with people who are 50+ and have one or more long term health conditions that mean that they are likely to spend an increasing amount of time being supported by Health and Social Care providers

Patients can join the Programme via a referral from their GP, Hospital or Social Services.

*For details of all the above, please call in at the KingsCare office,
or telephone 01626 357090
or email office@kingscare.co.uk.*

Need to check your Blood Pressure?

USE THE SURGERY POD

Kingsteignton Medical Practice has invested in innovative technology called the **Surgery Pod**.

This newly installed equipment is designed to give you greater control and flexibility over your health. The pod is a secure computer system which has the capability to accurately recording data for the following:

Blood Pressure Checks, Weight, Height and Lifestyle Questionnaires.

Blood Pressure Results are flagged to the GP if there is cause for concern.

Independent Living Centre, Devon

Free, impartial, equipment advice and information service



Our NHS Occupational Therapists can assess your needs and demonstrate equipment for daily living and mobility



devon.cc/ilc



Open

By appointment only - Monday, Tuesday, Thursday and Friday.
Call in without an appointment - Wednesday 10am to 3pm.



01392 380181



ilc-exeter@devon.gov.uk

Find out more about our service on our website: devon.cc/ilc



Follow the latest news [@ILCDevon](https://twitter.com/ILCDevon)

**Independent Living Centre, Devon House,
Brunel Road, Newton Abbot TQ12 4PB**

