

YELVERTON SURGERY

AUTUMN NEWSLETTER 2015



Flu jabs available now!

Please don't wait to receive a letter or phone call before booking your appointment.

Government priority groups for seasonal flu include **everyone over 65** and patients with:

Diabetes ~ Asthma ~ COPD ~ heart disease ~ a history of stroke or TIA ~ kidney or liver disease ~ low immunity. Carers are also entitled to a flu jab.

Patients in the priority groups may also benefit from a once only vaccination against Pneumonia.

If you are unsure if you are eligible, we will be happy to check for you.

Shingles Vaccines

Shingles vaccines are available for patients who were aged 70, 71, 72, 78 and 79 on the 1st of September this year.

Please book an appointment in a shingles vaccination clinic.

Prescriptions

Please note that when patients are travelling abroad we are not able to send prescriptions for medications that have run out or been mislaid.

You will have to seek medical advice in the country in which you are staying.

We would like to welcome Dr Thomas and Dr Ahmed who have recently joined us.....



"I qualified from Cardiff University in 2008 and did house officer jobs in South Wales and Australia. After working in Radiology in South Wales for 2 years I moved back to Plymouth to start training in general practice. It is good to be back in the South-west, and I'm enjoying a better work life balance with the proximity of Dartmoor and the coast. I have enjoyed my general practice training rotations in Derriford and Beaumont Villa surgery and am looking forward to my final year of training at Yelverton"

Originally from London - born and raised! In London, I trained at Guy's, King's and St Thomas' medical school. I made the move down to Plymouth in 2012 after graduating and haven't looked back! Prior to starting my GP training in 2014, I completed my house officer jobs at Derriford Hospital, and these included; plastic surgery, obstetrics & gynaecology, paediatrics, the emergency department, general medicine, and general surgery. I enjoy playing Badminton regularly, and have been coerced into running on occasions! I've had a fantastic time in the South-West so far and met some absolutely lovely people. I look forward to many more years in Devon.



NHS 111

You should use this service out of surgery hours if you urgently need medical help or advice but it is not a life threatening situation.

Named GP for all patients

You may be aware that practices are required to inform all their patients of their named GP who will have overall responsibility for the care and support that the surgery provides them.

For administrative purposes, the named GP for our patients will be the GP who usually sees you.

This does not prevent you from seeing any GP within the practice as you currently do. For on-going problems we recommend that you consult with the same GP to ensure continuity of care.

If you are unsure of your named GP please ask a member of our reception team when you next attend the surgery. You will also find the name of your usual GP on your repeat medication slip. If you believe we have got this wrong please let us know.

Patients who move outside the patient boundary

If you move outside the practice area NHS rules now mean that you can request to remain with the practice.

This will be at the discretion of the practice but we will not be able to provide a home visiting service.

All requests should be addressed to our practice manager.



Opt-in or opt-out from a shared record

At the moment each professional you see keeps a separate record. This can mean that important information is not being communicated between health services as well as it could be.

Who will be able to see my records:

- Emergency Departments and Minor Injury Units
- GPs, including out of hours GPs
- Community nurses
- Physiotherapists and occupational therapists
- County wide services such as the Ambulance Service
- Local hospitals

You can say no to a shared record by contacting us. There is some more information available on the following web page: www.newdevonccg.nhs.uk

Wheelchair Service

A reminder that the Plymouth Wheelchair Service is available to patients at most GP practices in the Western Locality.

The Wheelchair Service a high quality and clinically safe integrated service, designed to address key priorities for health, including the assessment and provision of equipment, aftercare, maintenance and support for adults, young people and children who have a physical/cognitive and/or long term condition which limits mobility.

To access this service and for more information contact:

Telephone: 07989 306280

Email: management.team.pwsug@gmail.com

Zero tolerance

We realise that patients are often anxious and distressed when they call the surgery but we cannot allow our staff to be verbally abused and operate a zero tolerance policy.