



YELVERTON SURGERY

SPRING NEWSLETTER 2015



The surgery would like to wish you a Happy Easter!

Remember to order your repeat medications in plenty of time for Easter.

The surgery will be closed on Good Friday (3rd of April 2015)
and Easter Monday (6th of April 2015).



The Waiting Room

The Waiting Room is part of a government led initiative that provides an online appointments, prescription service and access to your allergies and adverse reactions. If you believe these to be incorrect please let us know by informing a member of the reception team. The Waiting Room provides convenient 24 hour access to facilities previously available only by telephone or by visiting the surgery.

NHS Health Checks

are available for patients aged 40-74 who do not have a pre-existing chronic condition.

The checks involve: height, weight & waist measurements; blood pressure, cholesterol & blood sugar checks; smoking, alcohol and general lifestyle advice.

Please make an appointment with our Health Care Assistant in a designated clinic or ring the surgery for more information.

Yelverton Surgery Services

Diabetes: Megan our practice nurse is our lead in diabetic care.

Family Planning: Dr Lisa Kelly provides this service.

Asthma clinic and COPD Clinic: Claire our practice nurse is our lead for respiratory care.

Smoking Cessation : Megan our practice nurse can give help and support if you wish to stop smoking.

Health & Wellbeing Checks

Are you a carer who needs support or information about the services available to you?

If so, please contact Justine to discuss in more detail what the checks involve.

Get Active Devon - www.getactivedevon.co.uk

This website provides information on a wide range of activities, from exercise classes to sports clubs. The website will allow you to search for an activity based on intensity, location, with or without other people, cost, and age range, as well as suitability for people with mobility problems or disabilities.

Definitely worth a look.

A plea.....

Please contact us if you cannot make your appointment so we can offer it to someone else.

Many thanks

NHS 111 has now gone live in this area

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.



Feedback – THANK YOU!!!

We would all like to thank you for the feedback we have recently received at Yelverton Surgery. Sometimes it seems we are over burdening you with feedback requests and it is so humbling that so many of you kindly fill out the forms so diligently.

Feedback is crucial for us to maintain high standards and strive for even better ones. It also helps us to improve on the aspects we don't do so well.

You may have been asked to fill in the **Friends and Family test** recently. This is an important feedback tool that supports the fundamental principle that people who use the NHS services should have the opportunity to provide feedback in their experience. This is something which NHS England (part of the Department of Health) are asking us to do at the moment. Results show that more than 95% of you are likely or extremely likely to recommend us to your friends and family if they needed similar care or treatment – this is fantastic news!

It was not long ago that we were also asking for feedback prior to our **Care Quality Commission** (CQC) inspection. The CQC are another public body of the Department of Health and their role is to make sure we are up to scratch and providing safe, effective and high-quality care. Part of the recent inspection was to collect your feedback.

Feedback is also really helpful for our **GP registrars** who are experienced doctors who are training to be GPs. They have taken all of their medical exams and worked in hospital but spend up to 18 months attached to the surgery developing the art of General Practice. They ask for feedback from you during their training period and again really value all of your comments.

And finally, all registered doctors are asked by the **General Medical Council** (GMC) to provide evidence that we are up to date and fit to practice and guess what?, feedback is part of this process!

So whether it's for the CQC, the GMC, or NHS England – we really do appreciate you continuously helping us. We love to hear the good things but also take the criticisms seriously and act on them to try and improve.

Drs. Smith, Lynch, Best, Kelly and Hanson

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.



Pneumovax

All patients over 65 or "at risk" are entitled to a Pneumovax injection. Pneumococcal vaccine helps to protect against infections such as pneumonia and meningitis.

It is a "one-off" injection so you only need one in your lifetime.

If you are entitled and wish to receive the vaccine please contact the surgery today to make an appointment.

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.