



Yelverton Surgery



Spring/Summer 2010

Welcome to our first newsletter of 2010!

We have lots of announcements and information to give you about things that have gone on since our last newsletter and also about forthcoming changes...

We hope you like our new reception area!

It was re-designed in February after 20 years to make much better use of space and make it possible for some admin staff to work downstairs, allowing the surgery team to work closer together.

The glass screen enables receptionists to deal with all enquiries in a private and confidential manner. To improve privacy, we greatly appreciate patients waiting behind the screen until the receptionist is free.

The self check-in system is now incorporated into the reception area and using this will help to reduce queues and allow receptionists to deal with other enquiries.

It is very easy to use – just tap 'Appointment Arrival' on the screen to start and follow the instructions on screen...if you have any questions, there is always someone available to help you!

Ordering Prescriptions

In line with many other GP Practices, we have decided not to accept telephone requests for prescriptions in the interests of safety.

This change will be effective from 1st June 2010.

You may order your repeat prescriptions through our website by using the online ordering service or by bringing/posting your repeat slip to the practice.

Summary Care Records

You should now have received a letter from NHS Devon. If you do not wish your records to be included in the national scheme, go to www.nhscarerecords.nhs.uk to download the form. There is also a direct link to the form on our website. If you have not received a letter or do not have access to the internet, forms are available at the reception desk.



Have you visited our new website?

www.yelvertonsurgery.co.uk

Our website has been updated to include facilities that allow you to change your address, update your clinical record, cancel appointments and complete registration forms.

You can still order your medication on-line, with the added benefit of being able to save your order history and see when we have dealt with your request.

Up to date pod-casts give information on health conditions and you will also find excellent links to health and travel advice.

Regular updates on the online 'notice board' keep you informed of the latest news and there are still details about our clinics, services and other useful information.



Please note: We require payment for travel immunisations BEFORE the vaccine has been given by the nurse. Please pay the receptionist before your appointment.



Dr Michelle Luna - GP Registrar

We welcomed Dr Luna to the practice in February this year. She is a fully qualified doctor who trained at St George's in London.

Michelle has been working in various posts in hospitals for the past 5 years and has achieved a Masters in Surgery. She moved to the South West 18 months ago to work in Derriford Hospital. Dr Luna will be with us until her GP training is completed in August 2011.



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Doctor Call-Back Service

- The call-back service is for all patients and operates between 8.00am and 10.15am
- **It ensures that everyone has access to an appointment within 48 hours**
- The service is widely used and many problems can be solved without the need for you to come to the surgery
- **Please be aware that the call-back doctor has a lot of calls to make so they may not always have time to discuss your problem in depth. If you wish to have a longer conversation, but know you don't require an appointment, please request a telephone call from your usual doctor. All doctors have some phone call slots for this purpose at the end of their morning surgery. You may have to wait a few days for this service if your usual doctor is busy**
- Not all current call-back calls need to be dealt with by the doctor ringing back - our reception staff may be able to help you e.g. with requests for sick notes (when you have already seen a doctor here or at the hospital) and repeat prescriptions. Please save the doctors time by asking the receptionist to help you when appropriate
- **In the afternoon, doctors can only return calls that require medical attention that day**

Government Proposals to Extend Choice of GP Practice to those Living Out of Area

Please fill in the Department of Health questionnaire online at www.gpchoice.dh.gov.uk.

As a practice we are very concerned about these proposals. We already cover an area 10miles by 20 miles. If we are forced to take new patients from Plymouth and Tavistock this could cause us to have to close our list to all new patients as there are strict limits to how much we can grow e.g. the size of our building. If the list was closed, new patients who lived very close to the surgery would have to travel more than 5 miles to see a doctor. We feel the elderly would be particularly vulnerable in this situation. We wish to continue to provide a high quality service to those who live locally and see the Government's proposals as a threat to this. If you feel strongly about this you may wish to write to your MP and prospective parliamentary candidates as well as filling in the survey."

Hayfever season is upon us!

Don't forget to order your hayfever medication and start treatment (especially nasal spray) 4 weeks **before** your symptoms usually start. There are some medications which can be prescribed without the need to see a doctor - please check with the receptionist.

Most hayfever medications are also available to buy over the counter from pharmacies and they may be less expensive than the prescription charge. Please speak to your pharmacist for further advice.

