



# YELVERTON SURGERY

## SUMMER NEWSLETTER 2012



**Welcome to the Summer edition of our newsletter.**

**Following the recent newsletter informing you of the partnership changes, we are back to our usual format. In this edition you will find information regarding changes to Tavistock Hospital care and ways to help the doctors help you. You will also find details about Nurse clinics on Saturday morning and repeat prescriptions...**

### **Tavistock Hospital**

**We have recently been re-evaluating our services to patients and how we can best distribute our care to patients in an efficient and timely way.**

**As you are aware, we are able to use Tavistock Hospital beds for our patients to be admitted, either as a direct admission from home or after discharge from Derriford Hospital. This service will still continue, but from 1st September 2012 when patients are admitted to Tavistock Hospital they will be looked after by local GPs in the Tavistock area during their stay until the patient is discharged home. We would like to assure patients that they will still receive quality care whilst staying in Tavistock Hospital and we will receive any important information so that we remain up to date with patients' situations.**

**Likewise, we will provide the hospital with any relevant information that will help the GPs in Tavistock.**

### **NEVER FORGET ANOTHER APPOINTMENT WITH FREE TEXT REMINDERS!**

We are now offering free text reminders for appointments.

**Please make sure we have your correct mobile number to register!**

**There are forms to complete in the surgery or click on 'Your clinical record' on the website home page'**

(Please note: you will only receive reminders for appointments on our clinical system.

Appointments with external health care professionals e.g. counsellors or health visitors will not be included.)



### **'I have a short list of problems Doctor.....'**

Coming to the doctor's can be a bit of a chore and trying to get an appointment might be a struggle when planning around your busy schedule. We are very aware that you might want to save up problems to deal with them all in one go. However, each appointment is only ten minutes long and there is plenty to fit in to those ten short minutes: meeting and greeting; finding out why you have come; doing the odd blood pressure, height and weight check; sorting through your medication and examining bits that need looking at. All this before we can reach a possible list of diagnoses...and then working out which one fits!

Trying to deal with lots of problems in ten minutes is stressful for both you and us, and things can be missed or dealt with in a less than satisfactory way. Not least, if we run over it leaves everyone with less time in the consulting room and more time in the waiting room!

Barring emergencies, the unexpected and unavoidable circumstances we do try very hard to keep to time and would like your help when trying to help you. With more than one or two problems those ten minutes might be a little bit squeezed – we want to help you as best as we can and your problems deserve our time and attention.

If you have more than a couple of problems, or a really big issue to deal with, please feel free to request a double slot for a twenty minute appointment, or book more than one appointment on different days if you can. Thank you for helping us to help you.



**Continuing Healthcare Funding**

NHS Continuing Healthcare is the name given to a package of services which is arranged and funded by the NHS for people outside hospital with ongoing health needs.

On 15 March 2012, the Department of Health announced the introduction of deadlines for individuals to request an assessment of eligibility for NHS Continuing Healthcare funding for cases during the period 1 April 2004 – 31 March 2012. They are therefore asking for individuals or their representatives to notify NHS Devon in respect of previously un-assessed periods of time where there is evidence that they should have been assessed for eligibility for NHS Continuing Healthcare funding. The time periods and the deadlines for notifying NHS Devon are as follows:

Period	Deadline
1 April 2004 – 31 March 2011	30 September 2012
1 April 2011 – 31 March 2012	31 March 2013

If you think that this affects you or a family member, then please contact the Continuing Healthcare Team at your PCT to obtain further information on the process and to discuss this further:  
 NHS Devon  
 Tel: 01392 267 637 / 01392 267 656  
 Email: [d-pc.chc@nhs.net](mailto:d-pc.chc@nhs.net)  
<http://www.devonpct.nhs.uk>

*The doctors who consult upstairs do not mind coming downstairs if you cannot manage the stairs. Just let the receptionist know when you arrive that you would prefer to be seen downstairs and they will inform the doctor.*

**PLEASE BE AWARE THAT WE OPERATE A ZERO TOLERANCE ZONE. THE POLICE WILL BE CALLED IF A PATIENT IS VIOLENT OR ABUSIVE TO ANY MEMBER OF STAFF OR OTHER PERSONS PRESENT ON PRACTICE PREMISES.**

**Saturday Nurse Clinics**

Claire Forder (Practice Nurse) is now running a clinic on a Saturday morning once every five weeks. Similarly to the doctor clinics on Saturdays, these clinics are for patients who cannot attend during normal surgery hours due to full-time work or education.



**Ordering Repeat Prescriptions**

Have you forgotten or lost your repeat prescription slip?

To save you having to queue at the desk to order repeat prescriptions we have placed some slips below the prescriptions box in the reception area. Please fill in your details, including the medication you require and pop it in the box. This will reduce queues at the desk and help the receptionist to deal with other queries in a more timely manner. Thank you.

**Urgent Requests for Prescriptions**

We are having an increasing number of patients requesting prescriptions to be available for collection the same day.

Please be aware that issuing a prescription, getting it signed and making it available for collection at short notice puts added pressures on to the doctors, the staff and the pharmacy.

We kindly ask that you order your prescriptions in plenty of time and only request them urgently when it is absolutely necessary. Thank you.