

# CASTLE GARDENS SURGERY NEWSLETTER

January – April 2019 – Issue 17

(website: <http://www.castlegardenssurgery.co.uk/>)

## WELCOME TO THE NEW YEAR

We would like to wish all of our patients, best wishes for the New Year.

We hope patients will stay well this winter, please remember the various services which might be able to support you:

- ❖ **Your GP:** for general health issues
- ❖ **Pharmacies:** advise and treat a range of symptoms
- ❖ **Self care:** looking after common illnesses at home using over the counter medicines
- ❖ **Minor Injuries:** sit down and wait service offered by the surgery
- ❖ **A&E/ 999:** best in an emergency for serious life-threatening situations.
- ❖ **NHS111:** Out of hours urgent medical concerns.
- ❖ **Improved Access:** early morning, evening and weekend non-urgent appointments available across N Devon, contact your reception.
- ❖ **Handiapp:** paediatric app for mobiles.

Please refer to associated items below

## PATIENT INFORMATION

### WHAT'S THE PROBLEM?

Our receptionists are trained to ask patients what their problem is when they call in, this is so that they can arrange for the most appropriate member of staff to see them - this can save time and makes the practice run more smoothly.

### PRACTICE ACTIVITY: December 2017 –November 2018

- ❖ We provided **48,013** appointments of which **96%** of patients **kept** their appointments

*[It is easy to cancel or change your appointment by calling: 01805 623222]*

- ❖ **450** new patients registered
- ❖ **2,397** patients vaccinated
- ❖ **3,720** pathology/ radiology test reports filed
- ❖ **4,950** letter processed
- ❖ **273** home visits



## BANK HOLIDAY OPENING HOURS 2019

**Thursday 18th April** Normal Surgery hours

**Friday 19<sup>th</sup> April:** Good Friday – **CLOSED**

**Monday 22<sup>nd</sup> April:** Easter Monday – **CLOSED**

**Tuesday 23<sup>rd</sup> April:** - Normal surgery hours

## LLOYDS PHARMACY

**LLOYDs Pharmacy Torrington**, are now able to offer patients help with 4 minor ailments:

- nappy rash for children 0-3 years
- bacterial urinary tract infection in women aged 16-64 years
- bacterial eye infection infants aged 1 year and less than 2 years
- Impetigo skin infection.

Patients eligible for free prescriptions will receive the medicine if needed as part of the services above with no charge to pay.

## FLU VACCINES



**Flu vaccinations are still available,**  
*[at time of print]* **please BOOK NOW,**  
**do not delay** call **01805 623222.**

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## STAFF NEWS

**Staff:** We are sorry to say a sad farewell to Wendy Askew who retired on 31<sup>st</sup> December 2018 after 30 years of service at the surgery. Wendy started at The Health Centre, Torrington - part of the team that saw the practices split and move to a new purpose built building now Castle Gardens Surgery. Wendy began as receptionist, then support secretary, working in the dispensary and eventually lead administrator. Wendy has conscientiously over the years been responsible for inviting many patients in for the annual health checks and vaccinations, her familiar friendly voice on the telephone will be missed. She has seen three decades of employment involving a complete change of partners, what an achievement!!! More importantly her baking skills will be missed by all. Happy retirement Wendy.

We are pleased to report that we have a number of staff at the moment learning new skills and developing their knowledge not only to support the surgery but also themselves. We are pleased to congratulate Alice Moore in successfully completing her Apprenticeship in her role as Receptionist/ Data Administrator, she is now progressing on to Level 3 in Business Administration in the New Year, joining Rachel Cooke, Receptionist who started in November.

We have Nicky Antoniazz, Practice Nurse completing her Diploma in Diabetes: Debbie Cann, HCA has almost completed the CACHE level 2 Care and Management of Diabetes and Angela Callaghan, HCA who is learning sign language, which has already come in useful in the surgery.

**Closed for Staff Training:** The surgery will be closed on: **Wednesday January 30<sup>th</sup> and Thursday 4<sup>th</sup> April 2019** afternoons between **1300-1800**, for staff training. When the practice is closed, you are able to contact the out of hours service by telephoning the Surgery. A recorded message will offer you the following information:

- For urgent medical advice when it's not a 999 emergency when we are closed telephone NHS 111 on **111**.

## IMPROVED ACCESS PROGRESS

Improved access services went live on 1st October 2018, please go to our website and click on the **Improved Access in North Devon** or follow the link: <https://ndgp.co.uk/>, for further information. We are offering appointments to patients from across North Devon from 8am to 8.30am, and 6pm to 8pm on Monday to Friday and also on Saturday and Sunday mornings. These appointments are offered by GP practices on a shared rota, and allowing patients to book routine evening and weekend appointments with a Doctor, Nurse, Health Care Assistant or:

### Community Pharmacy

Pre-bookable appointments are available for all patients across North Devon at the Pharmacy. These appointments can be accessed by telephoning the pharmacies directly to book an appointment:

**Barnstaple Tesco's 0117 2918822**

**Lloyds Pharmacy Sainsbury's on 01272 371844.**

People with the following ailments and conditions can contact the pharmacies to book a consultation with the pharmacist:

- Headache
- Mouth Ulcers
- Nasal Congestion
- Shoulder Pain
- Skin infections (mild)
- Sore Throat
- Vaginal Discharge
- Vomiting
- Wrist, Hand or Pain
- Back Pain
- Urinary tract infection (women 16-64 years)
- Acne
- Athlete's Foot
- Constipation
- Colds & Cough
- Diarrhoea
- Red (infected) Eye
- Fever
- Headache

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## DISPENSARY

### A new way of getting your regular repeat medication

We are always looking at ways to improve the patient experience and reduce the time that GPs and administration staff have to spend authorising the issue of regular repeat medication. This frees up time and resources to allow us to see more patients in a timely manner. The **NHS Electronic Repeat Dispensing (eRD) service means than some patients** won't have to re-order their repeat prescriptions for their **regular** medicines from the surgery every time they need more. If patients use other medication as and when required, they will have to order these separately.

### **What happens next?**

#### **Step 1**

Regular medications will be identified as appropriate to have on repeat dispensing. These will be prescribed and made available monthly from the patient's nominated pharmacy by their GP electronically for a designated period of time.

#### **Step 2**

Next time a patient needs more of their regular medicines, they contact their pharmacy in advance and inform them they have been set up for this service, either in person or by telephone, and agree a date to get them ready.

Before dispensing the next issue of their prescription, their pharmacy will ask the patient the following questions:

- Have you seen any health professionals (GP, nurse or hospital doctor), since your last repeat prescription was supplied?
- Have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
- Have you been having any problems with your medication or experiencing any side effects?
- Are there any items on your repeat prescription that you don't need this month?

If patients don't need all of the medicines on their prescription, let the pharmacy staff know, so that they only supply the medicines needed. This will help to reduce waste and save valuable NHS resources.

If patients are going on holiday please let your pharmacist know so that your medication can be made available early.

#### **Step 3**

When your pharmacy supplies your last repeat prescription, they will advise you to contact the surgery to arrange for your medication to be reviewed and, if it is clinically appropriate, to issue another eRD prescription. We may want you to make an appointment to see someone before we can prescribe more eRD prescriptions.

## CLINICAL PHARMACIST – LUCY BROWN

I am very happy to have joined the Castle Gardens team and I am very much looking forward to getting to know the staff and patients here. I have lived in North Devon my whole life and I have worked in community pharmacy in the area since I qualified as a pharmacist in 2011 from the University of Portsmouth.

My role as clinical pharmacist will involve managing prescriptions, conducting medication reviews, answering queries related to medications and helping with hospital discharges. Currently as a practice we are looking at increasing Electronic Repeat Dispensing prescribing, which will help to reduce medicines waste and save time for patients, GPs, reception staff and pharmacy staff.

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## MEDICINES WASTE

### MEDICINES WASTE – How can we help?

Medicines are wasted because they are not needed currently or no longer needed ever. Some of this cost is partially unavoidable but there are many ways in which with your help we can reduce the avoidable waste by working together. This considerable amount of money would go a long way to helping us preserve necessary services which are in danger of being cut due to lack of funds.

Once a medicine is removed from the Dispensary it **cannot be recycled** and must be destroyed due to national legislation. If patients or their representatives checked their medicines before leaving the dispensary, this would prevent waste. We need to ensure that only medicines that you require end up in your possession and not unwanted ones, therefore please:

**THINK:** whether they need to order all the items on their repeat list

**TICK:** only the items they need

**TELL:** the GP or Pharmacist if there are **items they no longer need or only need occasionally**

**If you do not need a medicine please do not order it or if unsure then check with the GP or dispensary staff if you should be taking it. If you need the medicine in the future you can order it when you need it!**



### CORRECT MEDICATION?

**REMEMBER** to check that you have the correct medication and change before leaving the building. **Have you collected the drugs you were expecting**, once you have left the building any unwanted drugs will be destroyed. This is not only wasteful but it might leave you frustrated in having to make a second trip to the dispensary.

**PLEASE OPEN YOUR BAGS AND CHECK BEFORE LEAVING the BUILDING**

## CASTLE GARDEN'S SERVICE REMINDERS

**Improved Access blood tests, Monday: 1800-1920:** prioritized for those people unable to attend during surgery hours due to work. Healthcare Assistant appointments are also available.

**Minor Injury Service:** between 8.30am and 6.00pm, sit down and wait service.

**Contraception/ Family Planning:** we have doctors who fit the contraceptive implant as well as intrauterine devices here. These are pretty much fail safe forms of contraception and have low side effects. Dr Shawcross does implants and Dr Kaliciak fit coils, please make appointments as appropriate or to discuss if you would like more information.

**Chlamydia:** This is a not uncommon infection that one can have without knowing and in some circumstances can lead to fertility problems. Ask for a self-test kit from our nurses.

## ACCESSING NHS MENTAL HEALTH CARE FOR ARMED FORCES VETERANS

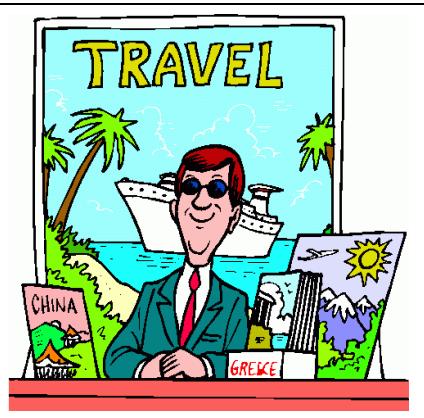
If you think you or your partner / spouse may be struggling to cope, the NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and NHS Veterans' Mental Health Complex Treatment Service (CTS) can help. Access to both of these services is via the TILS. You can contact the TILS direct or ask your GP or an Armed Forces charity to refer you. For more information, visit the **NHS website at www.nhs.uk and search for veteran**.

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## TRAVEL VACCINATIONS



We are only able to provide the NHS Vaccinations recommended for travel, otherwise you will need to seek travel advice from another service, often available at Pharmacies. If you require the NHS vaccinations please request a travel questionnaire from reception or download from our website. Please allow three working days from submission of your request form for the nurses to make an assessment of your needs.

We recommend that you submit the **questionnaire six to eight weeks** prior to travel, so that complex schedules of vaccinations can be accommodated and to allow time for the ordering in of any vaccines that are not kept in stock. Not all vaccinations are available on the NHS. The nurses will advise you of any anticipated fees when planning treatment, so that you can make appropriate choices.

You might find visiting the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) helpful.

## PARKINSON'S UK – TORRIDGE BRANCH

**Separate gatherings for those with Parkinson's and for Carers:** opportunities for confidential discussions:

- Gatherings held quarterly, separate from each other
- Held in different rooms, same venue, same day and time
- Learn that your experiences and issues probably aren't unique
- Share experiences with others

Informal and friendly meetings are run by Keith Hughes, (Carer) and Nigel Roberts (Person with Parkinson's). Both groups welcomes families, Carers and those with Parkinson's to come to one or other group.

*Refreshments are provided*

Meetings held on Wednesdays, dates in 2019:

**23<sup>rd</sup> January/ 10<sup>th</sup> April/ 10<sup>th</sup> July/16<sup>th</sup> October**

Further information:

**Carers:** Keith Hughes, 01237 475168,  
[keith\\_willows@talktalk.net](mailto:keith_willows@talktalk.net)

**Parkinsons:** Nigel Roberts, 01237 473778,

## NORTH DEVON DIABETES LOCAL SUPPORT

**Meeting Held Monthly at 1030 at Roundswell Community Hall (near to Sainsbury's Store Barnstaple)**

**Monday 21<sup>st</sup> January 2019**

Anita, Vista Well Being, Keeping Well

**Monday 18<sup>th</sup> February 2019**

Ellie, Diabetes Specialist Dietician, Questions & Answers

**Monday 18<sup>th</sup> March 2019**

Jonathan, Area Manager Dialysis Unit, Looking after our Kidneys

## THE YELLOW SHEETS

### The YELLOW SHEETS

In the waiting room you will find yellow sheets of paper with lots of useful NHS telephone numbers on, there are a surprising number of NHS departments who you can arrange to see without needing to see the GP. Please do take one.

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## PATIENT SUPPORT IN THE COMMUNITY

NHS

### Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for a range of minor health concerns, such as, haemorrhoids, indigestion, athletes foot and nappy rash.

Instead, medicines are available to buy in local pharmacies or supermarkets.



The team of qualified healthcare professionals at your local pharmacy can offer clinical advice to safely and effectively manage minor health concerns. **This includes:**

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion	Cradle cap
Dandruff	Diarrhoea (adults)	Dye eyes / sore tired eyes	Earwax
Excessive sweating	Haemorrhoids	Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sore of the lip	Infrequent constipation	Infrequent migraine
Insect bites and stings	Mild acne	Minor burns and scalds	Mild cystitis

Mild dry skin	Mild irritant dermatitis	Mild to moderate hay fever	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Mouth ulcers	Nappy rash	Oral thrush	
Prevention of tooth decay	Ringworm / athletes foot	Sunburn	
Teething / mild toothache	Threadworms	Travel sickness	
			Warts and verrucae