



## Contraception

Those of you requiring contraception may be interested in 3 types of non-tablet protection which we provide in-house here at the surgery:

**1. The contraceptive implant** (Implanon), a small rod which is inserted under the skin of your arm and lasts 3 years. This can be put in/removed by Belinda Owen (our Nurse Practitioner) or Dr Jemma Cooper when she returns from maternity leave in January.

**2. The contraceptive coil** which Drs Dyer and Cooper are trained to insert and remove. This includes the hormone coil (Mirena).

Alternatively you can make an appointment at the Family Planning Clinic at Torbay Hospital on 01803 655140 (open 9am-2pm Mon-Fri).

**3. The contraceptive injection**, given every 12 weeks by our Practice Nurses.

## Useful phone numbers

Surgery 01364 652731  
 Health Visitor 01364 654783  
 DASH 01364 653335  
 NHS Direct 0845 4647  
 Devon Doctors 0845 6710270  
 Dentist finder 01392 822348  
 Swine 'flu 0800 1513100

### Hospitals

Torbay 01803 614567  
 Newton Abbot 01626 324500  
 RD&E Exeter 01392 411611  
 Derriford 0845 1558155

## Local dentists

**NHS:** Ring the Dentist Finder number (above) to be put onto a local waiting list. The nearest are in Newton Abbot or Bovey Tracey. For **after hours** dental problems/emergencies please ring the same number.

**Private:** there are private dentists in Ashburton, please consult the Phone Book.

## Regular Clinical Staff Slot: who works when?

Doctors generally work in surgery during the following times. Although none of the doctors is here full-time we do try hard to ensure that you can see the most appropriate doctor when you need to. If you require frequent contact you may need to get to know more than one of the doctors or nurses: please ask for assistance at Reception if needed.

Staff	Role	Mon		Tue		Wed		Thu		Fri	
		a	p	a	p	a	p	a	p	a	p
Dr Richard Hopkins	GP										
Dr Paul Thomas**	GP										
Dr Kate Field	GP										
Dr Steph Dyer	GP										
Dr Nick Cartmell	GP										
Dr Sarah Hichens	GP										
Dr Caroline Tomlinson	GPT										
Dr James Mottram	GPT										
Belinda Owen	NP										
Wendy Hale	N										
Jane Mann	HCA										
Lynette Lacey	P										

Key: GPT= GP trainee, NP=nurse practitioner, N=nurse, HCA=health care assistant, P=phlebotomist.  here.  variable sessions.

[\*\* Note Dr Thomas has changed his Wednesday pm session to Tuesday am]

**Late evening surgery** runs weekly on the Tuesday or Wednesday between 6.15pm and 7.45pm. It is intended for people who cannot easily attend surgery during normal hours, for example due to work commitments. **Please** would people avoid booking into the Late Evening Surgery if they are able to come during the day. Some surgeries routinely start at 08.30am which may also help those who cannot come between 9am and 5.20pm: please ask Reception when booking.

## Dispensary information

**Using our dispensary:** only people who live more than 1 mile from their nearest pharmacy, *as the crow flies*, may have their medicines dispensed direct from the surgery. Exceptions to this rule are visitors to the area (temporary residents) and some private prescriptions (e.g. travel medicines) which we may sell you for a fee. The dispensary is only allowed to issue medicines and dressings, we are not allowed to sell items over-the-counter like pharmacies. If we don't have an item in stock, or if it needs special fitting or mixing, we will either get it in as soon as possible or give you the option of taking away a prescription to take to a local pharmacy.

**Please note** that we are **not** able to accept repeat prescription requests over the telephone. This is a government directive to reduce mistakes and wastage. To order more medications:

1. Tick the boxes next to those medications you require on your repeat prescription slip
2. Post, fax (see number above) or drop off the slip at our back door
3. Your medicine will be ready to collect 48hrs later\*. Non-dispensing repeat prescriptions will be automatically sent to Lloyds Pharmacy on North Street unless you request otherwise.

Please assist those people you think might not be able to manage with this system: although sometimes less convenient it is much safer than a phone call requesting "more of my usual" or "some of those white pills please".

[\* Repeat requests dropped off after 10.30am will not be processed until the following working day so please allow an extra day before collecting]



## Swine Flu

Despite the huge media coverage of the H1N1 Influenza pandemic we have thankfully seen relatively low rates of infection in Ashburton so far. However we must beware that as the weather gets colder and damper this autumn we may see a bigger resurgence.

The standard advice line number to ring (**0800 151 3100**) or website ([www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)) are still operational if you think you have the symptoms of influenza and are eligible for treatment with Tamiflu or Ralenza.

**Vaccination** is still being arranged and looks likely to start in October when the usual seasonal 'flu vaccinations also happen. Eligible patients will probably be offered 2 doses of vaccine at least 3 weeks apart: details on who can have it, where and when, will be publicised nearer the time.

**Seasonal influenza vaccination** is proceeding in addition to this, with the usual Saturday morning special clinics: thank you for booking in for these if you need one.

## Drinking water

If you require some while in the waiting room please ask Reception.

## Free prescriptions

A new scheme came into force on 1<sup>st</sup> April 2009 to allow *most*\* cancer patients free prescriptions if they are not already eligible. If you think you might be eligible, or know someone who might be, please enquire at Reception or at a local pharmacy. Those over 60 years old are already entitled to free prescriptions so need not apply.

*\*some cancers that have effectively been cured in the past, such as many skin cancers, are not included.*

## Practice boundary

Until the Government changes the law regarding Practice boundaries we will be sticking to our current policy of requesting patients who move out of area to kindly register with a new GP nearer to their new home. Whilst we will be sad to see you leave us we must also be able to provide the same high level of service to everyone, which includes Home Visits when needed. This is also clearly laid out in the current laws governing GP services.

## Appointments

### 1. Booking in advance

The most recent national patient survey exposed some general dissatisfaction (across the country) with how many appointments could be booked in advance. One of the problems we face is a requirement from Government to ensure anyone needing a same-day appointment gets one. This means we've got to keep quite a few appointments each day for on-the-day bookings, and risks an unsatisfactory log-jam of the phones each morning.

Please note that **we do have bookable appointments available up to 2 weeks in advance** so you can book to see the doctor/nurse of your choice without ringing on the same day if your problem is not very urgent. Just mention to Reception when you ring/come in to book.

### 2. Appointment duration

Each appointment with a doctor or nurse is only 10 minutes long. To effectively assess and treat problems please bear this in mind: if you have more than 2 problems or think you might need more time please **request a double appointment** (20mins) when booking at Reception. We may ask you to book a second appointment if there isn't time to deal with everything in the first one: it all helps to keep us running as near on time as possible!

## Your contact numbers

We are in the process of updating our database of contact details for you all. This is essential for times when we need to ring you about your medical care or with administration queries.

Please would you check with Reception that we hold at least your correct home telephone number, and preferably at least one other telephone number (mobile phone or work number).

Thank you.

## D.A.S.H.

If you are able to provide a few hours' voluntary support to DASH each week (any costs reimbursed) *please* leave a message on the DASH answerphone (see p.1). It is an invaluable local community service for those with illness needing transport or support.

## New telephone system

Many of you will be aware of the new telephone system we have recently installed. The aim is to divert non-appointment calls to other staff and therefore free up Reception (especially during those busy times!). The initial message is for your information and benefit, but if you have heard it before you can save time by dialling the option you need immediately without hearing the whole message:

1 = Appointment queries

2 = Results (after 11am please)

3 = Prescription/dispensary queries

0 = Swine 'flu information

## Surgery Website

Options are currently being researched by Dr Cartmell and Bonnie Williams but we hope it won't be long now. The Patient Forum will be closely involved in website content so any suggestions to members of the Forum please.

## Welcome...

### Dr Caroline Tomlinson

Dr Tomlinson is one of our new GP trainees and will be working here for the next 12 months. She trained at the Royal Free Hospital, London and has been working in Devon in General Medicine since 2003.

### Dr James Mottram

Dr Mottram is our other new GP trainee. He studied medicine at Bristol University and comes to us fresh from hospital training jobs in Torbay and Australia. Being an outdoors sporty type he has an interest in musculoskeletal medicine (breaks, sprains and strains).

### Lynette Lacey

Many of you will have already met Lynette when having blood tests taken, and we are very pleased that from September she will become a permanent member of staff with an increase in her sessions to 4 per week (see the chart on p.1).

### Dr Jemma Cooper

Following the birth of her son Roddy this year we look forward to welcoming Dr Cooper back in mid-January 2010. Of course this means we will bid farewell to Dr Sarah Hichens who has provided superb locum cover during Dr Cooper's absence: thank you Sarah!