



## Dentist update 2

NHS: Moor Dental Care is **now open** at 7 West Street, Ashburton for NHS dentistry! Tel. 01364 652850.

For **after hours** dental problems/emergencies please ring the Dentist Finder.

For an urgent dental appointment if you **aren't registered** with a dentist locally, please ring 0845 0020034.

For a dentist to **visit you at home**, please ring 01626 331820.

## Memory Café

This is an excellent venture which currently runs on the first Tuesday of each month between 10am and noon at the St John Ambulance hall near St Andrew's Church.

It is a social gathering for people worried about, or experiencing, memory loss problems and as well as some good chats and a cup of tea or coffee there is also a member of the local Community Mental Health team on hand to advise and make preliminary assessments of memory.

It is a free service and the number of sessions may increase if demand is good. For further information either turn up when it is running, see Around Ashburton, or ring Geoff on 01364 653073.

## Dementia awareness

The Government is shortly to run an awareness campaign around dementia, for sufferers but particularly for their carers. For further information ring 0300 123 1915 (for an information pack) or visit [www.nhs.uk/dementia](http://www.nhs.uk/dementia) (where there are also links to the UK Alzheimer's Society and Carer Support).

## Regular Clinical Staff Slot: who works when?

Our doctors & other clinical staff 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 Jemma Cooper	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.

**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: please ask Reception when booking.

## Summary Care Records

The NHS in Devon will shortly be introducing a new scheme for important patient information (mainly your current medication and any drug allergies you have) so that whenever and wherever you are seen by a doctor or nurse this information can be easily accessed to improve your care at the time. The scheme is intended to be introduced country-wide in due course too. You will all be receiving an information pack in the post about this soon, and for further information you can also go to our website ([www.ashburtonsurgery.co.uk](http://www.ashburtonsurgery.co.uk)): click on the button in the left hand column. Alternatively ring 08453 700750 for more information.

The information held can only be accessed by authorised clinical staff so it is not public information.

**Please note** that this scheme is an 'opt out' scheme: in other words, if you don't send us the opt-out form (from Reception, or download from the website) by 15<sup>th</sup> June 2010 then you will be automatically included in the scheme.

## School or exam absence doctors notes

From time to time doctors at the Surgery are requested to provide a sick note for school-age children to explain their absence from school, or inability to sit exams. Such notes are **not** covered by the NHS and local schools are aware that we do not supply such notes as it creates unnecessary extra work for us. Instead, schools should be informed of the reason for absence by the child's parent/guardian, and if a public exam is likely to be affected by the illness the school should communicate appropriately with the relevant exam board. If there is a dispute over these rules, however, we are willing to clarify or discuss the situation if needed. Parents should please note that any letter we provide will be subject to a charge and we will need to see the child in surgery before issuing it.

## Swine 'flu latest

Swine flu rates in the UK are now very low and as a result the National Pandemic Flu Service (phone and website helpline) has stopped running. However, it seems likely that H1N1 (swine) 'flu will return this Autumn/Winter and this may be a higher outbreak. The usual seasonal 'flu vaccine should take account of this but **if you haven't yet been vaccinated and are eligible** (see below), please arrange it with Reception.

**Vaccination** is now only available for:

1. people with ongoing medical problems who have not yet received it. If we contacted you last year but you declined it, please reconsider.
2. people travelling to the Southern Hemisphere for their winter (our summer), eg to the football world cup in South Africa.

**NB** As of 31.3.10 healthy children are no longer being offered vaccination.

## New telephone system



Many of you will be aware of the new telephone system we have 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:

Press	For:	When:
<b>1</b>	Appointments	8.30am-6pm
<b>2</b>	Results	11am-6pm
<b>3</b>	Dispensary/ Prescription queries	9.30am-6pm
<b>0</b>	Swine 'flu info	8.30am-6pm
<b>Hold</b>	Receptionist	8.30am-6pm

## Appointments

### 1. Booking in advance

Please note that **we do have bookable appointments available in advance** so you can book to see the doctor/nurse of your choice if your problem is not very urgent.

These 'pre-bookable' appointments means you no longer have to ring in the morning to get an appointment, but also means we have **fewer** 'on the day' appointments so please only request an 'on the day' slot if your problem is urgent when you ring. We do adjust the ratio of appointment types according to demand.

### 2. Appointment duration

Each appointment with a doctor or nurse is only **10 minutes** long. If you have more than 2 problems or think you might need more time please **request a double appointment** (20mins) when booking.

## Your contact numbers

If you have recently moved or changed your home or mobile telephone number please inform Reception so we can reach you with any important messages. Thank you.

## D.A.S.H.

Your very own District of Ashburton Surgery Helpline needs you!

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 answer-phone (see p.2). It is an invaluable local community service for isolated people with illness needing transport (to the Surgery or Hospitals) or general support.

For more information on what's on offer, please visit their website: [www.devonline.gov.uk/community](http://www.devonline.gov.uk/community), type "DASH" into the search box at the top of the page and click on "GO".

## Calling all carers!

If you care for someone with long-term health problems, and the Surgery isn't already aware, we **would like to hear from you!** We are participating in a new Carers Health & Wellbeing Project to support your health or financial needs, including health checks and (hopefully) a drop-in advice clinic to help you access local support services.

## Surgery Website

Our website is now much more up-to-date, including fresh photographs of current staff. If you want to take a look: [www.ashburtonsurgery.co.uk](http://www.ashburtonsurgery.co.uk)

On the website you will find some recent copies of this newsletter and a new notice board with extra information.



## Maternity leave

Dr Caroline Tomlinson

Dr Tomlinson goes on maternity leave at the end of April 2010. We wish her all the best for her forthcoming delivery.

## Sick notes for hospital stays

Please would those going into hospital be aware that sick notes to cover time off work whilst in hospital should be issued **by the hospital concerned**, not your GP? It is best to ask for a sick note before you are sent home. Hospitals are tending to tell you to ask your GP for the note which is not appropriate (and we are busy enough!). Thank you.

## 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  
Moor Dental Care 01364 652850

### Hospitals

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

## Thank you!

Dr Sarah Hichens would like to say a huge thank you to patients and staff for the enjoyable time she had working with us as a locum GP.