



Ashburton Surgery
1 Eastern Road
Ashburton TQ13 7AP
(t): 01364 652731
(e): ashburton.surgery@nhs.net

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Ashburton Surgery Newsletter

Welcome to Dr James Trapp

I'd like to start by saying thank you to my new partners, colleagues and to those of you that I have met so far since I began working at Ashburton Surgery for your very warm welcome. The esteem in which the practice is held has already been impressed upon me and I am very much looking forward to getting to know you and your families.

I am originally from Bournemouth, I moved with my wife to the South West after graduating in Medicine from Durham and Newcastle Universities in 2012. I then completed two years of Foundation Training together with a year on the Intensive Care Unit at Derriford Hospital before deciding to train as a GP. It has been a decision from which I have not looked back. I have spent the last three years training and working in Tavistock.

One of my new responsibilities will be teaching the final year medical students on their General Practice rotations and in that, I'd be most grateful for your help and support.

I currently live in Yelverton with my wife and two children but we plan to move nearer to Ashburton in the coming months. Having young children keeps me busy but when I can, I enjoy photography, film, theatre (watching, not performing!) and making the most of outdoor life.

James

Have you seen our new website?

Our new website was launched on Tuesday, 1st October which, we hope, patients will find more user-friendly and accessible. Information includes :

1. **Managing your health** - for patients who spend little time with their clinicians and are managing your health and well-being on your help;
2. **Get health information** - for patients needing information, guidance and advice for a wide range of health conditions;
3. **Use the surgery**—all you need to know about Ashburton Surgery from who is who at the Surgery and needing contact details to making an appointment or finding out about the many services we offer.



www.ashburtonsurgery.co.uk

This edition ...

- > Warm welcome to new members of staff;
- > Who works when;
- > New website;
- > PPG;
- > Referral pathway.

Patient Participation Group (PPG)

A PPG group is a group of patients who volunteer to work with the Doctors and Practice staff to improve services for the community. We would like this group to be as representative as possible of people who use the practice and to benefit them. If you are interested, please obtain a form from Reception to complete and return. We will be in touch with the next meeting date.



STAY WELL THIS WINTER

Haven't had your flu vaccination yet? The NHS 2019/2020 flu vaccination is offered to:

- Those aged 65 years and over;
- Those 6 months to under 65 years in clinical risk groups;
- Pregnant women;
- Those living in a residential or nursing home;
- The main carer of an older or disabled person (proof will be needed);
- Children aged 2—3 (on 31 August 29).

Staff Update

A VERY WARM WELCOME to Gemma Laity, our new Receptionist and our two new registrars, Dr Ben Morris and Dr John Hudson.

Dr Ben Morris

I am very excited to be joining the great team at Ashburton Surgery. I graduated from Barts and The London School of Medicine and Dentistry with Distinctions in Clinical Medicine. Since then, I have worked across London, New Zealand and now live and work on Dartmoor.

I enjoy all of what the Moor has to offer; running most days with my dog, Tui, or walk across the Moors with my wife, Hannah and sons, Rupert and Ernest. As well as our dog, we keep chickens and have an elderly horse, Fred. My sons and I really enjoy looking after them all! Alongside being a Doctor, I volunteer for North Dartmoor Search and Rescue which has allowed me to get out on the Moor and help others who find themselves in a pickle.



Dr Ben Morris

Dr John Hudson

I grew up in Wimbledon, and after a Science Degree at Leeds University, attended the Peninsula Medical School at Exeter with two years in Truro.

After completing my initial post-graduate training in Devon, I worked for a year at the Urgent Care Centre in Christchurch, New Zealand. On my return, I gained further experience in Acute Medicine and Intensive Care, before enrolling in the GP training programme, based initially at Torbay Hospital and latterly at Barton Surgery in Dawlish.



I live in Exeter with my wife, young daughter, and two ginger cats. Although my days of competitive rowing and rugby-playing are (probably) over, I do still like to cycle, run and watch sport when family life allows.

I will be with Ashburton Surgery until the completion of my GP training programme in early 2021.

Dr John Hudson

Who works when?

We try hard to ensure that you can see the most appropriate Dr when you need to. The shaded area is when the Doctors are available.

We also have Registrars and Locum Doctors available for patients to see on a regular basis.

(subject to change to cover staff absence).

Staff	Role	Mon		Tue		Wed		Thu		Fri	
		am	pm								
Dr Kate Field	GP	Shaded	Shaded	Shaded	Shaded	Shaded	Shaded				
Dr Ben Titford	GP			Shaded	Shaded			Shaded	Shaded		
Dr Louisa Beringer	GP									Shaded	Shaded
Dr James Trapp	GP					Shaded	Shaded				
Dr Alice Beverly	GP									Shaded	Shaded
Dr Ben Morris	Reg	Shaded	Shaded					Shaded	Shaded		
Dr John Hudson	Reg			Shaded	Shaded	Shaded	Shaded				

Our Practice Nurses are Janet Snoxall, Jo Young and Sarah Drake who all work part time. Our Assistant Nurse Practitioner, Jane Mann, and Health Care Assistant, Jessica Gilpin work full time. Our nurses can help with health issues such as healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

GP: General Practitioner **Reg:** Registrar.

Referral Pathway - A guide for patients

At your appointment, your Doctor may discuss with you the possibility of referral on for a specialist opinion. This section explains this process, highlighting the different outcomes that could be the case following being referred.

Step 1

Your GP will discuss the available options with you; this may include a referral for a specialist opinion.;

Step 2

If your Doctor decides to seek a specialist opinion, they will submit a referral for you electronically;

Step 3

Your referral will be reviewed to ensure all necessary information is included in the letter.

Your GP may decide to seek specialist opinion on your care for a number of reasons:

- You may need specialist advice because the steps you and your GP have taken to manage your condition are no longer working;
- You may have treatment needs that exceed the experience of the person referring you and your GP might want to discuss potential options with a specialist;
- You may have complex health needs that require care at a specialist level;
- You may have problems that require a team approach i.e. your health needs encompass more than one specialty;
- You may need a test, procedure or service that is not carried out at our practice.

Possible outcomes following review:



ADVICE. Advice is provided back to your GP by a clinical specialist who should contact you. If appropriate, your Dr may decide to re-refer you, including additional information.



FURTHER REVIEW It is decided an appointment or test is required. A letter will be sent to you* with instructions on how to contact Devon Referral Support Services (DRSS**) in order to process the referral further. Following the instructions on the letter, you contact DRSS who will then discuss the options that are available to you. DRSS will offer you a choice of providers, and where possible, give you an estimated wait time for the appointment or test. * A letter will not be sent out to all patients.



REFERRAL NOT NEEDED AT THIS TIME It may be decided that more information is needed, or the current referral does not meet local criteria. Your referral will be returned to your Doctor with advice and this will be discussed with you at our earliest convenience.

If you have been referred to see a specialist, and you require an update, you can contact DRSS on 01626 883888. You can phone the helpline Monday - Friday between 8.00 am and 5.00 pm. You will need to tell the helpdesk staff your name, your date of birth, your address, your GP practice and sometimes your UBRN booking reference number, which may be printed on your letter. Do not worry if you don't have this to hand. Some patients will not have UBRN's on their letter at all; DRSS staff will find you on the system without this.

** DRSS works on behalf of all of the GP practices in Devon and East Cornwall as a referrals contact centre, supporting patients to get the right advice, care or treatment in a timely manner.

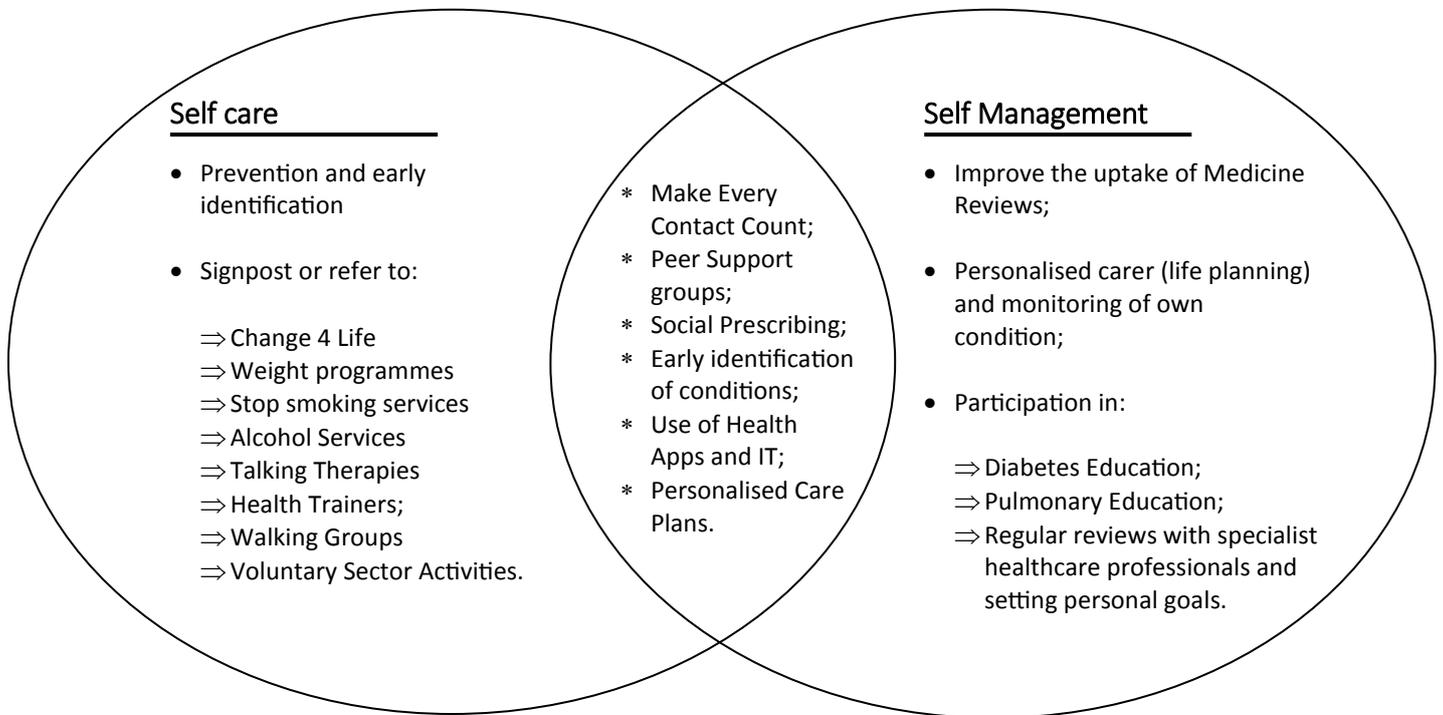
Further information about your local referral services can be obtained from:

https://assets.nhs.uk/prod/documents/Print-ready_PatientReferral_PRINT.pdf;
<https://myhealth-devon.nhs.uk/my-referral/the-referral-process-in-devon>.

Patient Self-care Management

Self-care is relevant to everyone. Most people cope and manage minor illnesses without recourse to professional help because they know what to do and are confident in taking action. Supported self management is particularly relevant to people who are living with a chronic disease or long-term health condition, when taking an active role is key to good quality care, improving outcomes and quality of life, and preventing deterioration.

Patients need to understand the role they play in managing their own health and how this impacts on their outcomes. It has been evidenced that, when patients are involved in managing and deciding about their own care and treatment, they have better outcomes and are less likely to be hospitalised, follow appropriate drug treatments and avoid over-treatment. It is therefore important for patients to take responsibility of their own health and well-being.



Useful Contact Numbers

DASH	01364 653335
* Dentist - Emergency Helpline	0333 0063 300
Derriford Hospital	01752 202082
Health Visitor	01364 645730
Lloyds Pharmacy	01364 652222
Midwife Team, Newton Abbot	01626 324530
Newton Abbot Hospital	01626 324500
NHS (Out of Hours)	111
One Small Step (<i>to adopt a healthier lifestyle</i>)	0800 298 2654.
Patient Transport	01803 656777
Physiotherapy Self Referral	
- General Physio	0300 456 9987
- Bladder & Pelvic floor weakness	0300 004 0335
Talkworks (<i>free talking therapy</i>)	0300 555 3344
Torbay Hospital	01803 614567
Torbay PALS Team	01803 655743

* Please note that we do not deal with any dental related problems. Please contact your Dentist or, if out of hours, contact the Dentist Emergency Helpline.

On-line Services SystmOnline allows patients to book appointments, request repeat prescriptions, or send messages to the practice. This system is available all day every day. **Patients are encouraged to register and use this system.** To register, please send us an email including your name, address and date of birth.

eConsult Need general advice (advice about general symptoms) or advice about a specific condition? Need administrative help (request sick notes and GP letters)? Instead of making an appointment or calling the practice, you can use our 'eConsult' service instead. We have received positive feedback about the service from patients who have used eConsult since it was launched last year. Try it for yourself by visiting the Surgery website and clicking 'consult online'. You will receive a response no later than the end of the next working day.

Remember, we also have appointments available in the **EVENINGS** and at **WEEKENDS**. Please see our website or contact Reception for more **information**. **Reception: 01803 652731.**