

Wallingbrook Health Group

Chulmleigh • Winkleigh • Okehampton • North Tawton
www.wallingbrook.co.uk

What is the SCR (Summary Care Record)?

The SCR is intended to support patient care in urgent and emergency care settings. The SCR will store a defined set of key patient data for every patient in England except those who elect not to have one. This data will make a summary record created from information held on GP clinical systems. This summary record will help in ensuring continuity of care across a variety of care settings.

If patients wish to opt out, they must fill in a form and return it to the practice by the 15th September.

There is no need to need to opt in for a SCR, this will happen automatically on 16th September. The process of automatically opting patients in was agreed by the Information Commissioner in line with the NHS Care Record Guarantee for England.

North Tawton

From 1 September, North Tawton 'open surgery' will commence at 9am rather than 8.30am. This is due to the service being underutilised. Prebookable appointments for North Tawton will be from 8.30 to 9am and these appointments are to meet the needs of working patients.

Okement News

PPG Representatives are still being sought for the Okement Primary Care Centre based in Okehampton Hospital. If you are interested, please contact Wallingbrook Health Group (WHG) for further information or Lynn Lane—lynn.lane397@btinternet.com.

Doctor De Ferrars left the Practice in August for pastures new. WHG would like to extend their sincere thanks to Doctor de Ferrars and wish her all the best.

Dr De Ferrars list will transfer to Dr Matt Symonds, Dr Symonds has worked in Okement regularly and no doubt many of you will know him well. Dr Symonds will be in Okement on Wednesdays and Fridays.

Winkleigh News

Winkleigh Memory Café: 1 October, 5 November and 3 December

Autumn 2014



If you have any questions, please contact Eve Willis Executive Assistant: ewewillis@nhs.net. Telephone 01769 580295

WHG PPG AGM

North Tawton Town Hall

Thursday 25 September

7pm - All welcome

Car parking available at North Tawton Medical Practice

Vacancy for PPG Members

The PPG currently has a vacancy for an enthusiastic patient who would like to join the group. Please contact Eve Willis as above.

New PPG Members

The PPG would like to extend a huge welcome to their new members.

Rosemary Rives Roberts - Chulmleigh

Louise Watts - North Tawton

Jack Earnshaw - Burrington

Travel Vaccinations

WHG is able to offer some vaccinations for your travel requirements, which are free on the NHS. We can give the following vaccinations subject to availability: Tetanus, Diphtheria and Polio combined vaccine, Hepatitis A and Typhoid. Please visit www.fitfortravel.nhs.uk where you will be able to obtain all information for the countries you are visiting or phone 01392 430590.

Family Planning

Please can you inform the surgery if your contraception device is from the Family Planning Service so that a note can be added your patient record. Your GP isn't automatically updated when this is fitted elsewhere.

Chulmleigh Fair

Wallingbrook Health Centre had a stall at Chulmleigh Fair on the 23 July 2014. The weather that day was absolutely splendid; it made us all feel so much better.

Last year many of the visitors to Chulmleigh Fair had their blood pressures measured, as well as their height and weight.

This year residents and visitors came to see us to have "informal" chats about their general health.

Information around cancer (especially early diagnosis) was one the main subjects (no doubt triggered by some of the TV health campaigns or story lines in popular soaps). Come and see us in the surgery if you have any concerns about your health.

Leavers and Joiners

Leavers

Mary Tomkins
Jo Palfrey

Joiners

Tracy Steele
Karen Burton
Nicola Rowden
Lesley Heale
Bronnie Talbot

Angela Kirkham - retired on the 30 July 2014. We would like to thank Angela for all her hard work and dedication to not only the Practice but her patients as well.

Caroline Suliauskas (now Holloway) has transferred from the patient services team and joined the nursing team as a Healthcare Assistant.

Online Appointments

You are able to book face to face appointments online with the GPs.

Personal Details

Please remember to keep your details up to date and advise the surgery of any changes to address or telephone details.

Information for Patients Regarding Referrals

As a general rule, when a GP or other health professional refers a patient to see a consultant or specialist, the process is as shown below.

The GP writes a referral letter detailing the patient symptoms and the reason for the referral. (Sometimes necessary tests or procedures are required prior to the referral e.g. blood tests, x-rays etc.)

The secretarial team set up the referral, including any relevant reports or test results which have been done. They create a unique booking reference number (UBRN) to identify the referral.

The secretarial team sends the referral electronically to the Devon Referral Support Services Team (DRSS) and then sends an information letter to the patient which explains how they can telephone and book their hospital appointment, choosing where and when they are seen.

The letter contains the UBRN which identifies the referral, the telephone number the patient needs to ring and the patient's unique password .

Some specialities are not booked in this way and the GP will explain if that is the case. As a general rule, if patients have not heard anything or received a letter regarding booking their appointment within a week of seeing the doctor they should telephone to speak to the secretarial team who will be happy to check on the progress of their referral.

Flu, Shingles and Pneumonia Vaccinations

In September all eligible patients will be invited for these. Please book your appointments as soon as you have received your invitation letter.

MOT Bay Results (Chulmleigh and North Tawton)

The MOT Bays situated in the Chulmleigh and North Tawton waiting room are there for all patients to check their weight and blood pressure results. These can then be noted on the 'Know Your Numbers' forms to enable you to self monitor. Results can also be handed into reception so that your notes can be updated.

If readings are seen to be irregular, then patients will be contacted for an appointment with their GP.