

Wallingbrook Health Group

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



Summer 2014

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

Wallingbrook Health Group Patient Participation Group

The Patient Participation Group (PPG) welcomed Rosemary Rives-Roberts back to the group. The members currently are:

Maggie Samuel (Chair) and Rosemary Rives-Roberts (Chulmleigh),
Trish Samson and Ann Balcomb (Winkleigh),

Bill Dean, Sue Knott, Vivien Coker, Keith Badman and Pauline Prew (North Tawton),

Lynn Lane (Okement),

Ralph Glass and Jill Doe (Lapford),

Vic Webb and Elizabeth Russell-Lake (Ashreigney).

Representatives are still being sought for other villages. If you are interested, please contact Wallingbrook Health Group (WHG) for further information.

The PPG AGM will be in September at North Tawton.

Blood Test Results

We always encourage patients to follow up and obtain their results, phoning in at a time convenient to them or having an arranged telephone call with a Doctor if appropriate. We do have an SMS facility for patients who have arranged to be contacted in this way.

Chulmleigh Healthy Living Week

A full range of activities was on offer for the 2nd Healthy Living Week to be held in Chulmleigh. There were around twenty activities, including some new events, such as Fit Steps, Running Club, Noah's Ark and Parents & Toddlers. Contributions from Lord Clinton's Charitable Trust and Active Devon enabled the local community to benefit from the activities on offer.

Okement News

Okement Surgery based within the Community Hospital Opening Hours

Monday to Friday: 8.30am to 1pm, 2pm to 6pm.

A sign on the hatch will indicate once a month that the surgery will be closed between 12.45pm to 2.15pm for receptionist meetings. Phone calls are answered between 8.30am and 6pm.

Small is Beautiful

Okement surgery is the smaller of the two medical practices in Okehampton and we are based in quiet and spacious surroundings within Okehampton Community Hospital. This is a small and friendly well organised practice which is able to offer a high quality, more personal medical care.

As we are a small practice you will find it is much easier to make appointments to see your own GP and also get to know the staff.

I am your patient representative and would welcome more of our patients to become part of our Patient Participation Group. If you are interested in joining us please either put a note in the suggestion box in the surgery with your contact details or email me at lynn.lane397@btinternet.com

The Forget-Me-Not Cafe

Carers are welcome to come along to the Café, with or without the person that they care for. Volunteers run the Café, but professionals may attend from time to time, e.g. Devon Carers Support Worker, the Alzheimer's Support Worker and Howard Whittle from the Redvers Unit at Okehampton Hospital. The Café meets on the last Tuesday of each month between 2pm to 4pm at The Glen, Community Room, Castle Road, Okehampton.

1Life Leisure Centre - Free Passes for our Patients

Parklands Leisure Centre are offering all members of the community the chance of trying out the facilities for 7 consecutive days, this includes access to the swimming pool, gym and any of the classes. Before using the gym an induction must be booked at reception.

If any patients would like to take the opportunity of a 7day guest pass, please contact the Leisure Centre. A Doctor's referral note is required to say that you are able to exercise. An induction will then need to be booked with the qualified GP referral instructor. Please note there is no parking so you will need to use the pay and display car park.

Working Patients

We operate an in-house flexi-extended hour's service in North Tawton and Chulmleigh. Patients can request early or later appointments if they have trouble getting in due to work commitments; we will not publish set times but will be flexible wherever possible. Telephone the Patient Services Team to book an appointment.

We currently provide some online services which include:

- ◆ Online booking of telephone appointments for the Doctors, Nurses, Pharmacist and Nurse Practitioner
- ◆ Viewing future and past appointments
- ◆ Ordering repeat prescriptions
- ◆ A facility to change your contact details and to record consent to receive text and email messages
- ◆ Submitting electronic questionnaires

To log on to this service, patients need to bring photo identification into the surgery to obtain a username and password. During 2014 we be offering a greater range of appointments online.

Complementary Medicine

The NHS generally does not support the prescribing of complementary medicines due to the lack of an evidence base for efficacy.

Carers Checks

Let us know if you are a carer. While you are busy looking after someone, it can be difficult to take time to think about your own health. WHG is working with Devon County Council to ensure that carers are looked after and have the right provision to help maintain and improve their health and wellbeing. Carers are encouraged to make an appointment for their check up with a Health Care Assistant. A sitting service is available to allow you to leave the cared-for person to attend.

Medicine Wastage

Patients are advised to take a considered approach in ordering their repeat medication and to ensure they inform GP, Nurse or Pharmacists if they are having difficulties with the medicines. We are trying to reduce wastage of unwanted medicines in the NHS, as due to legislation, medicines that have been dispensed and subsequently returned cannot be reused.

Summer Survey

It is proposed to conduct patient surveys this summer to canvass opinions on your local surgery. Anyone who is registered with WHG is eligible to complete a survey, whether you are a regular or not!

Are You Over 75?

All patients over seventy five are now required to have a named Doctor who will have overall responsibility for their care and support. Most patients are already aware of their named Doctor; if you are unsure please ask a member of staff. We will try wherever possible to make your appointments with your named Doctor to provide continuity of care.

Winkleigh News

Winkleigh Memory Café is for people affected by memory loss together with their families to meet informally in a relaxed atmosphere. Health and Social care staff are often on hand to provide information and to offer support. These meetings are held on the first Wednesday of each month between 2pm to 4pm. Next meeting dates listed below:

2014 dates

2 July
6 August
3 September
1 October
5 November
3 December

2015 dates

7 January
4 February
4 March

North Tawton News

North Tawton Patient Participation Group held its 'Healthy Living Day' event on the 26 April 2014. Its aim was to encourage the local community to adopt healthier life styles. The event turned out to be a great success. Twenty one local health providers, both from businesses and local voluntary groups, put on a great show and it was very well attended by the local community in North Tawton with a number asking when are we putting on the next one!