

# Wallingbrook Health Group

Chulmleigh • Winkleigh • Okehampton • North Tawton  
[www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

## North Tawton

As you know, WHG has served notice to terminate its contract for providing GP services in the North Tawton area, as of 31 March 2015. While it is business as usual until then at the Devonshire House surgery, NHS England is legally responsible for making sure care continues to be available from 1 April 2015 for people registered with the Practice.

As a result NHS England is in discussion with Bow Medical Practice, with a view to their providing a service at North Tawton under a one-year contract. The landlord of Devonshire House has indicated that he would be willing to continue to make the premises available as a GP surgery.

NHSE are keen to talk with patients, with the wider public through the North Tawton Engagement Group and with councillors on overview and scrutiny committees, whose role is to look at developments in the NHS on behalf of the communities they serve. As well as discussing the prospective handover to Bow Surgery, NHSE need to look at all possible options for the longer term (from 2016).

The North Tawton Engagement Group has involved all members of the community in the search for a new provider both in North Tawton and surrounding villages through two public meetings, via the local press, magazines, notice boards and another public meeting is planned on January 15, 2015, to allow NHS England to inform the community on latest developments. The Group has also passed on the views of the community to the NHS.

## Okement News

### Okement Surgery based within the Community Hospital Opening Hours

Monday to Friday: 8.30am to 1pm, 2pm to 6pm—closed Thursday 25 December, Friday 26 December and Thursday 1 January 2015. In an emergency please ring 111.

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.

Please note that the above changes affecting North Tawton are not applicable to the GP services at Okement.

WINTER 2014



If you have any questions, please telephone 01769 580295

### WALLINGBROOK HEALTH GROUP'S PATIENT PARTICIPATION GROUP AGM

WHG's Participation Group held its 3rd AGM on 25 September 2014 at North Tawton Town Hall. Activities over the past year including a Healthy Living Event at North Tawton in April and a Healthy Living Week in Chulmleigh in June were outlined by PPG Chair Maggie Samuel.

Wallingbrook Health Group informed the meeting that it had given six months' notice on its contract to supply services to North Tawton and explained the circumstances which had led to this difficult decision. Naturally the announcement generated questions from the public about the future of medical provision.

NHS England, which becomes legally responsible for medical provision in North Tawton when its contact with Wallingbrook Health Group expires on March 31 2015 has begun a consultation to establish how the health needs of population can best be met in the future.

The PPG has since appointed a new Chair: Rosemary Rives Roberts and a new Vice Chair: Anne Balcomb.

### 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.

### **Christmas Closing**

All surgeries will be closed on Thursday 25 December, Friday 26 December and Thursday 1 January 2015. In an emergency please ring 111.

**Please ensure you allow enough time to order your repeat prescription to cover the Christmas period.**

### **Online Appointments**

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

### **Manage Your Appointments Online**

You are now able to manage your GP and Nurse Practitioner appointments online. This means you can book, cancel and view previous appointments from the comfort of your own home.

### **Order Repeat Prescriptions Online**

You are now able to order your repeat prescription medication from the comfort of your own home.

### **Ask Questions**

You can send questions by email to your surgery.

### **View Medical Record Summary Information**

Wallingbrook Health Group offer the facility for patients to view their summary information (medication, allergies and adverse reactions) via their SystemOnline account.

### **Change your contact details Online**

You are now able to change your contact details online. Keeping contact details up to date is very important as there may be times when we need to contact you.

### **Practice Questionnaires**

The Practice has a variety of online questionnaires that you can complete and submit electronically.

### **How Do I Register?**

If you need to register for the online services please contact a member of staff at your practice and they will issue you with a username and a password. To register you will need to provide photographic identification.

### **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.

### **Definition of "Disability"**

As a result of our patient survey carried out in the Summer we noted that very few people considered themselves disabled. It is a common belief that disability is confined to those in a wheelchair or with a physical disability; therefore we thought it may be helpful to share the definition of disability according to equality and diversity ruling.

These rules state that a person is disabled if they have a condition that affects their everyday life and lasts for more than a year. A long term condition covers anything from hearing or sight loss through to diabetes or severe asthma as well as physical disabilities.

Many people with these conditions do not consider themselves to be disabled. But for others it is helpful to know that they are covered by these laws, as they may wish to claim Disability Living Allowance (a benefit for disabled people whether they are working or not), or claim Access to Work which helps with support or equipment to make staying in your job easier.

### **Payment by Cheque**

The Practice has agreed that it will not accept cheques under £10 and debit card payments under £5. This will take place from 1 January 2015.

### **Flu Uptake Figures**

North Tawton - Aged 65 and over	64% uptake (12% declined)
North Tawton - Under 65	10% (2% declined)

Okement - Aged 65 and over	72% (9% declined)
Okement - Under 65	11% (1% declined)

Wallingbrook - Aged 65 and over	71% (12% have declined)
Wallingbrook - Under 65	11% (2% declined)