

Litchdon Medical Centre

Surgery Newsletter

FRIENDS & FAMILY SURVEY

We are taking part in the National Friends and Family Test where you can give us feedback anytime and as often as you like about the surgery. You can do this by answering two simple questions, either by completing a form in surgery, online on our website or by responding to our text message.

Your feedback is anonymous and will help us to understand how you feel about the surgery and where we can improve services. Thank you in advance for your contributions.

Hello and welcome to Litchdon Medical Centre's New Year edition of our newsletter. It gives you all of the latest Practice news which we hope you will find useful.



NEWS

On the 23rd March it was NHS sustainability day. We have been running a green and sustainable campaign for the last 2 years, installing solar panels, having a focus on fitness (staff and patients), increasing our recycling and general awareness of green issues. To acknowledge NHS sustainability day we planted an apple tree - Netty, a Dermatology Nurse, also retired after working in the NHS for 50 years and she planted the tree in our surgery garden. Best wishes for a long and happy retirement.



APPOINTMENT REMINDER SERVICE

Have you provided us with an up to date mobile number? For all patients with a mobile number on their record, we send text reminders for appointments booked at the surgery. Before the service was offered, the amount of appointments not attended by our patients was much higher. By reminding our patients via text message, the total amount of hours saved has increased thus giving us more appointment availability to offer our patients!

Please update your contact details with our Receptionist.

NEWS

In the last seven months, the staff at Litchdon Medical Centre and Litchdon House have been supporting various charities by taking part in small events and organising charity raffles to raise funds. We have managed to raise almost £2000 for local and national charities.

Feb 2017 we raised £135.10 for BHF
 Christmas raffle we raised £480 for the Devon Air Ambulance
 Nov 2016 we raised OVER £1000 for Mission:Unbreakable ...
 Oct 2016 we raised £65.60 for Macmillan Coffee Morning



DEMENTIA FRIENDS SESSION

On the 15th of May, Marion, a local volunteering representative from the Alzheimer's Society, came in and ran an awareness session with plenty of information for those staff who attended. We hope to be a more Dementia friendly practice and now have members of staff who have become 'Dementia Friends'.

Becoming a dementia friend simply means finding out more about how dementia affects a person—and then, armed with this understanding, doing small everyday things that help. For example being patient in a shop queue, or spending time with someone you know who's living with dementia. Every action counts, no matter how small.





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HOW YOU CAN HELP US HELP YOU

- If you are unable to attend your appointment please let us know in advance so we are able to offer this time to another patient.
- **If you think you will be late for an appointment please do phone us as soon as possible.**
- If you feel you have a number of things to discuss with the Dr speak to reception to see if a double appointment may be available (regular appointments are 10 minutes).
- **Please notify us as soon as possible if you change your title, name, address or telephone number so that we can update our records.**

NEED HELP WITH TRANSPORT?

North Devon Voluntary Services: Devon Access to Services Project. (DASP) **can help you find transport services** if you are unable to drive and if public transport is inaccessible to you.

Information can be found on this website
<http://www.northerndevon-services.co.uk/transport.html>

BUT IF YOU DON'T HAVE INTERNET ACCESS YOU CAN TELEPHONE

North Devon Ring & Ride - Go North Devon

Albert Lane, Barn-
staple
EX3 8RL
01271 328866
Or

Age Concern

Office Open Monday - Friday 9.30am-1.00pm and
2.00pm-4.00pm.
01271 324488
Or

CarShare Devon

Office Open Monday - Friday 9.30am-1.00pm and
2.00pm-4.00pm.
01271 324488

USEFUL TELEPHONE NUMBERS

NHS 111

111

North Devon District Hospital
01271 322577

Devon County Social Services:

Adults

01271 323210

Children

01271 388600

Mental Health

01271 388600

Barnstaple Health Centre

01271 371761

Genito—Urinary Clinic (VD/HIV)

01271 322577

Samaritans

0345 909090

Age Concern

01271 324488

Quay Centre Drug Problems

01271 344454

Alcohol Problems

01271 325232

Cruse—Bereavement Help

01271 379719

Patient Advice & Liason Service

01271 314090

Litchdon House (Dermatology)

01271 312850

Police non emergency

101

STAFF CHANGES

This month sees our Nursing Team gain a Nurse Receptionist, Amy, and a HCA/Phlebotomist Lisa. We look forward to welcoming them to the Litchdon Team. Our Dispensary Team sees Carly join them as a Trainee Dispenser. She will undergo 12 months of training before qualifying as a fully qualified Dispenser. We say farewell to our current Nurse Receptionist Chloe and one of our HCAs Jacqui. We wish them both the very best in their new ventures. We also say goodbye to Netty, who has worked at Litchdon House since it opened its doors to the public. Netty has completed 50 years employment within the NHS—what a fantastic achievement!



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Surgery News / Updates

Opening Times

Monday to Friday: Doors open: **08.15am to 6.00pm** We are currently offering a number of evening appointments with a doctor or nurse on a Wednesday and Thursday evening. Please contact our Helpdesk Receptionist for further details.

Repeat Prescriptions

Please allow a minimum of 3 working days (72 hours) for your prescription to be processed. To avoid error and the risk of mistakes, we do not accept repeat prescription requests over the telephone.

Out of Hours Service

For urgent medical attention (when the surgery is closed) please telephone the surgery number on **01271 323443**. Your call will automatically be re directed to NHS 111, or you can call 111 directly this is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

New Patients

We welcome new patients joining the Practice. When you register, you will be asked to complete a registration form and a health questionnaire. Our doctors will look forward to meeting you.

SURGERY ONLINE ACCESS

Did you know on-line access is available for booking appointments, ordering repeat prescriptions & looking at your medication history, allergies and blood results.

To register for online access all you need to do is come in to the surgery with a form of photographic ID and speak to reception who can print you off a username & password along with some instructions on how to use the online access service.

Please note this service is only available to persons aged over 16 years.

Please provide us with your email address as another form of contact for the surgery.

PATIENT PARTICIPATION GROUP (PPG)

The patient participation group is one of 100's of PPGs across the country which work independently but collaboratively with the surgery to improve services to patients.

We are interested in hearing about your experiences of the surgery & welcome your ideas on how things may be done better or what you think we may be doing wrong. Of course, compliments are always welcome!

Contacting us:

By e-mail to

litchdonPPG@yahoo.co.uk

By website:

litchdonpatientsgroup.co.uk

Or leave a message (in a sealed envelope) at reception in the surgery addressed to Litchdon Patients Group.

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LEAP PROJECT FROM 361 ENERGY



What is it:

A scheme for patients that need help with: paying energy bills, struggling at home with their energy (e.g. they find it hard to heat their home, both physically & financially), possible funding to help with energy home improvements.

How does it work?

Patients can either self-refer or be referred by Litchdon (please give your name and contact telephone number to our Helpdesk)

After initial contact they can be referred onto 'Income Maximisation'. They review the patients finances to be able to see if extra income can be unlocked through benefits, tax credits, charitable grants or what bill reductions can be found through budgeting advice and energy and water bill support.

Please visit the below link to check if you are eligible and meet the criteria to be referred:

<https://www.projectleap.org.uk/eligibility-checklist>

Once the referral has been accepted, the patient receives a home visit by an energy advisor that will look into what help they need.

REVIEWS

Here at Litchdon we welcome any feedback and look forward to receiving your comments.

"I am very likely to be moving away from the North Devon area in the next few months and wonder if I am likely, if at all, to find a GP surgery/medical centre facility as good as Litchdon Medical Centre with whom I have been registered ever since leaving the Forces 10 years ago. My late wife had similarly been registered for the last 25 years of her life.....I have been so grateful for the provision I have been afforded, particularly the palliative care provided by my late wife's GP, and I consider myself indeed fortunate to have registered originally with such an outstanding medical centre."

"Very pleased with Litchdon Medical Centre, been going there for over 30 years. The doctors are very good and the online booking system is great for busy people."

"My doctor is excellent and polite and to be honest I feel safe and confident under their care. They explain and break things down to me, so I fully understand, so top marks to them. Other Doctors are nice as are the staff. Overall an excellent surgery."

We may not always get it right however, so we appreciate feedback both good and not so good. This allows us to give positive feedback to staff where appropriate and to look at areas that we need to improve in. You can give us feedback by talking to any member of staff, completing a feedback form in the practice, speaking or writing to the practice manager or by going to <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=41153> to leave a review on NHS choices.