



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 Spring edition of our newsletter. It gives you all of the latest Practice news which we hope you will find useful.



STAFF CHANGES

A very warm welcome to the following new members of staff to join the Litchdon team: Alan Bond & Holly Haywood have joined the nursing team and Wendy Fitzgerald has joined them as a phlebotomist to run blood clinics for 12 months' maternity cover. Tracey Brayley is working in the Dispensary team to cover maternity leave for 12 months. Andy Ladley has joined the hygiene and maintenance team as a Caretaker. In Dermatology we have a new Deputy Manager, Alison Cousins. Also joining the Dermatology reception team are Sharon Creron & Janice Norman.

GOODBYES

We said goodbye to Chris Hewitt, one of our caretakers who has retired. Zoe Smale left Dermatology and Amy Norton leaves in April to return back to NDDH as a Healthcare Assistant. We wish them all good luck and happiness in their future ventures.

CONGRATULATIONS

We are celebrating the births of Isabelle to Charlotte, our Practice Administrator and her husband Matt. Also baby Dexter to Alexis who works in Dispensary and her husband Ryan.



ARE YOUR PERSONAL DETAILS UP TO DATE?

Please inform the surgery if you change your telephone number, your name or have a change in address. For name changes we do require evidence but for telephone or address changes these can be done at the surgery or over the telephone. Thank you.

PRESCRIPTIONS

The last day to order repeat medication in time for the beginning of May bank holiday is: **Tuesday 1st May** and for the end of May bank holiday please have prescription requests in by **Tuesday 22nd May**. Thank you.



Litchdon Medical Centre

Barnstaple Library Groups and Events:

Every Monday—Knit and Mix, 2pm—4pm

Do you love to knit? Or would you like to learn how?

A friendly group from beginners to experts, share tips, relax and chat.

Tea and coffee for a small donation.

Every Wednesday—Colouring for Grown Ups, 2pm—4pm

Looking for a nice way to relax and socialise? All materials supplied.

Coffee and tea for a small donation.

2nd & 4th Saturdays—Scrabble Saturdays, 1pm—4pm

If you love to play come along and join this friendly group.

Charity Events

Quiz Night for North & West Devon Motor Neurone Support Group

Friday 20th April, 7pm for 7.30pm start at St John's Garden Centre.

Come along and test your general knowledge skills at our fun and friendly quiz night.

£6 per tick including refreshments. Also raffle on the night.

Race Night for North Devon Homes

Friday 1st June, 7pm— 12am at Barnstaple Rugby Club (Over 18s only)

Come along and have some fun with a night at the races including a rock and roll music bingo game.

Plus raffle and charity auction on the night.

Call 01271 313377 or

Email: tracey.williams@ndh-Ltd.co.uk

leigh.gadson@ndh-Ltd.co.uk

andie.scilly@ndh-Ltd.co.uk

Payments must be received by Friday 18th May.

HAVE YOUR SAY...

If you have any suggestions or comments for things you would like to see appear in the patient newsletter or have any local charity events you would like to promote please let us know by putting it in writing to our Helpdesk. Many thanks.

We're on the Web! www.litchdonmedicalcentre.co.uk



Litchdon Medical Centre

Drink Wise, Age Well

Drink Wise, Age Well is a multi-level, integrated Big Lottery funded programme with the overall aim of changing behaviour and reducing alcohol related harm in the over 50s population.

In recent years the most significant increases in alcohol related harm have occurred in older age groups with up to 20% of the UK's over 50s population drinking above safe recommended units. As we age we can find ourselves turning to alcohol to cope with stressful life events such as loss of a loved one, retirement or social isolation.

Drink Wise, Age Well offers a variety of activities designed to help you make new friends, find new interests and places to share things that are important to you. These activities and events could help you improve the way that you cope with stress and adversity while connecting you with other over 50s. Some of the short courses or activities we support include: cooking and healthy eating/cooking on a budget, physical activities such as yoga, seated exercise, dance, arts & crafts, I.T, cinema showings.

We also offer a 6 week wellbeing group called Live Wise, Age Well (LWAW). The LWAW wellbeing sessions cover topics including nutrition, sleep, diet and relaxation with the aim of strengthening coping strategies of participants.

The Drink Wise, Age Well programme offers:

- * Support and advice to people aged 50+ to help them address their alcohol use.
- * Support and advice to family, friends and carers of people with alcohol problems, recognising that it can be hard for loved ones to spot the signs of problem drinking and cope with the consequences.
- * Training to employers and work colleagues to help them recognise and respond to people over 50 at risk of problematic drinking.
- * Training to health professionals to help them identify older adults with alcohol problems and offer early intervention.
- * We also work to raise awareness of alcohol related harm among people aged 50+, reduce stigma and tackle discrimination.

Alongside this we are also looking for volunteers to share their knowledge, skills and friendship by facilitating some of the groups and activities we run.

For more information visit www.drinkwiseagewell.org.uk or call our Devon helpline on 0800 304 7034



Litchdon Medical Centre



Diabetic Friendly Blackberry & Apple Cake

Ingredients

- 2 apples
- 2 medium eggs
- 1 tsp vanilla extract
- 75g caster sugar
- 100ml rapeseed oil (use 1 tsp for greasing)
- 150g wholemeal flour
- 1 tsp baking powder
- 150g blackberries

Method

1. Preheat the oven to 180°C/Gas 4. Use 1 tsp of the rapeseed oil to grease a 2lb loaf tin (approx. 27cm x 12cm).
2. Grate the unpeeled apples into a bowl and discard the cores.
3. Add the eggs, vanilla extract, caster sugar, oil to the bowl and beat together.
4. Add the flour and baking powder and mix well. Fold in the blackberries.
5. Pour the mixture into the loaf tin and bake for 25 minutes until firm and golden. Cover with foil after 20 minutes if it's starting to brown too much. The cake is cooked when a knife inserted into the centre comes out clean.



Litchdon Medical Centre

Green Impact Award—Going for Gold!

Litchdon Medical Centre has previously won both Bronze and Silver Green Impact Awards and this year will be focusing on going for Gold.

Not only did we win the silver award, Litchdon also won an extra award for innovation which identifies the practice for working over and above for its patients due to its work on social prescribing and health navigation (signposting people to the voluntary sector and other support organisations).

We will be looking at and working towards:

- ‘Complete the cycle’ asthma inhaler recycling scheme.
- Calculating the carbon footprint of the Practice including staff and patients and trying to reduce it.
- Reducing energy consumption.
- Social prescribing; looking at referral numbers, giving feedback on the work and asking for feedback from patients that have been referred for social prescribing and to find out if the outcome was beneficial for the patient.
- Our Patient Participation Group will be gathering feedback from a cross section of our patients to see what they think about our green work: are they aware of it? What do they know of our green work? Has it changed their perspectives on sustainability?
- Continue to recycle all of our printer and toner cartridges.
- Only turn on the dishwasher when full, that sinks have plugs & washing up bowls to help lower the usage of water and have water saving valves in place.
- Continue to make use of the Practice’s solar panels.





Litchdon Medical Centre

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, Barnstaple, 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 & Liaison Service

01271 314090

Litchdon House (Dermatology)

01271 312850

Police non emergency

101

We're on the Web! www.litchdonmedicalcentre.co.uk



Litchdon Medical Centre

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.

Here at Litchdon we welcomed our new PPG Chair, Sue Matthews, who was elected in July of this year.

If you wish to attend future meetings, or for further information, please get in touch via the details as shown below.

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@gmail.com

By website:

litchdonpatientsgroup.co.uk

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