



# 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

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



### STAFF CHANGES

We say goodbye to Lisa who left her role as a phlebotomist here in mid July. We wish Lisa all the best for the future. In place of Lisa we welcome back Martine, a phlebotomist who used to work for Litchdon a few years ago.

Dermatology gain a new Receptionist, Nikki and Reception have had Holly, a Reception Assistant working in their department now for a few months. Welcome Ladies.

Dr Ash Arora will be working at the surgery for 1 year as Dr Simon Jones' ST3 registrar. A very warm welcome to Litchdon Dr Arora.

We say a sad farewell to our Physiotherapist Christian Baker, who will now be continuing his clinics at a surgery in Ilfracombe. We welcome Lorna Roberts who will continue the physiotherapy clinic here at Litchdon.

### CONGRATULATIONS

Well done to one of our Nurses, Tina, for passing her Nurse Prescriber qualification. A big well done also to Paula, another of our nurses, for passing her Nurse Mentoring course. The practice has its next student nurse in September this year and now both Paula and Tina are qualified to support and mentor them.

### MEN ACWY VACCINE

Teenagers and "fresher" students going to university for the first time are advised to have a vaccination to prevent meningitis and septicaemia, which can be deadly.

The Men ACWY vaccine is given by a single injection into the upper arm and protects against four different strains of the meningococcal bacteria that cause meningitis and blood poisoning (septicaemia): A, C, W and Y.

Cases of meningitis and blood poisoning (septicaemia) caused by a highly virulent strain of Men W bacteria have been rising since 2009.

Older teenagers and new university students are at higher risk of infection because many of them mix closely with lots of new people, some of whom may unknowingly carry the meningococcal bacteria at the back of their noses and throats.

Anyone who is eligible for the Men ACWY vaccine should have it, even if they've previously had the Men C vaccine.

The Men ACWY vaccine is highly effective in preventing illness caused by the four meningococcal strains, including the highly virulent Men W strain.

Students going to university or college for the first time, including overseas and mature students, who have not yet had the Men ACWY vaccine remain eligible up to their 25th birthday.

Please contact the surgery to have the Men ACWY vaccine before starting university or college. If that's not possible, you should have it as soon as you can after you arrive.



# 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 & Liason Service

01271 314090

Litchdon House (Dermatology)

01271 312850

Police non emergency

101

**We're on the Web! [www.litchdonmedicalcentre.co.uk](http://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](mailto:litchdonppg@gmail.com)**

**By website:**

**[litchdonpatientsgroup.co.uk](http://litchdonpatientsgroup.co.uk)**

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



# Litchdon Medical Centre

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green impact

## Green Impact Update

You may have already heard the very good news that Litchdon was successful in obtaining the silver award from the Green Impact for Health back in June! Again, we wanted to say congratulations and a big thank you to all the staff here who made it happen.



Following Litchdon being awarded the bronze last year, our Green Committee here at Litchdon agreed in March to try for the silver. This only gave the practice a few months to complete the work to gain enough points to be considered for the reward, so it's great to know our hard work paid off!

The silver award built up from the bronze as some of the criteria asked us to provide evidence of the on-going work we do to become more 'green' and sustainable that was originally introduced in the bronze criteria.

The silver award also looked at 'Social Prescribing' in a lot more depth. For example, it required the practice to create a direct referral pathway for social prescriptions and for a member of staff to obtain a certificate of competency from completing a course on social prescribing—well done Hannah for achieving this.

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. Health navigation is all about helping patients access the best care for them when they make the first contact to the surgery via the reception team. For example, if a patient calls up requesting an appointment with a GP, the receptionists will now ask a few more questions to get a better understanding of the issue to be able to sign post them in the best direction; this might mean the patient would benefit more from seeing a nurse, a certain clinic, or even going to a pharmacist if it's something they could help the patient with.

## Going for Gold

At the latest Green Committee meeting at the beginning of July where the group celebrated the success of getting the silver award, the conversation quickly turned into whether Litchdon should try to complete the trio and go for the Green Impact gold award.

After looking at what criteria the practice needs to reach, it was agreed Litchdon could definitely work at the level of the gold award so we made the big decision to GO FOR GOLD!



## NHS England National Patient Survey Results for Litchdon

Featured below are some of the results that we obtained from the NHS England National Patient Survey:

Result	Latest report – Report July 2017 (from surveys carried out 01/01/17 – 31/03/17 118/223 surveys returned - 53% completion rate)	Latest report – Report July 2016 (from sur- veys carried out 01/07/15 – 31/03/16. 120/219 surveys returned – 55% completion rate)	Previous report – Report July 2015 (from sur- veys carried out 01/07/14- 31/03/15. 132/262 surveys returned – 50% completion rate)
% of patients who find it easy to get through to this surgery by phone	<b>92%</b> Local (CCG) Average: 82% National Average: 71%	<b>92%</b> Local (CCG) Average: 85% National Average: 73%	<b>90%</b> Local (CCG) Average: 84% National Average: 73%
% of patients who find the receptionists at this surgery helpful	<b>90%</b> Local (CCG) Average: 90% National Average: 87%	<b>91%</b> Local (CCG) Average: 90% National Average: 87%	<b>94%</b> Local (CCG) Average: 91% National Average: 87%
% of patients who with a preferred GP usually get to see or speak to that GP	<b>67%</b> Local (CCG) Average: 67% National Average: 56%	<b>65%</b> Local (CCG) Average: 71% National Average: 59%	<b>54%</b> Local (CCG) Average: 72% National Average: 60%
% of patients who were able to get an appoint- ment to see or speak to someone the last time they tried	<b>86%</b> Local (CCG) Average: 90% National Average: 84%	<b>90%</b> Local (CCG) Average: 90% National Average: 85%	<b>93%</b> Local (CCG) Average: 91% National Average: 85%
% of patients who say the last appointment they got was convenient	<b>91%</b> Local (CCG) Average: 88% National Average: 81%	<b>91%</b> Local (CCG) Average: 95% National Average: 92%	<b>95%</b> Local (CCG) Average: 95% National Average: 92%
% of patients who de- scribe their experience of making an appoint- ment as good	<b>86%</b> Local (CCG) Average: 82% National Average: 73%	<b>81%</b> Local (CCG) Average: 82% National Average: 73%	<b>84%</b> Local (CCG) Average: 83% National Average: 73%
% of patients who usu- ally wait 15 minutes or less after their appoint- ment time to be seen	<b>67%</b> Local (CCG) Average: 70% National Average: 64%	<b>56%</b> Local (CCG) Average: 69% National Average: 65%	<b>60%</b> Local (CCG) Average: 71% National Average: 65%
% of patients who feel they don't normally have to wait too long to be seen	<b>56%</b> Local (CCG) Average: 65% National Average: 58%	<b>43%</b> Local (CCG) Average: 64% National Average: 58%	<b>55%</b> Local (CCG) Average: 64% National Average: 58%
% of patients who say the last GP they saw or spoke to was good at giving them enough time	<b>89%</b> Local (CCG) Average: 91% National Average: 86%	<b>84%</b> Local (CCG) Average: 90% National Average: 87%	<b>88%</b> Local (CCG) Average: 91% National Average: 87%
% of patients who say the last GP they saw or spoke to was good at listening to them	<b>88%</b> Local (CCG) Average: 92% National Average: 89%	<b>85%</b> Local (CCG) Average: 91% National Average: 89%	<b>87%</b> Local (CCG) Average: 92% National Average: 89%