

## Local Support Services

The Patient Participation Group is looking to compile a directory of support services available to WHG patients, such as volunteer car services, social gatherings and other support networks, especially volunteer-run ones. This will enable us to try and 'join up the dots' to make sure our very rural area shares its resources as widely and effectively as possible. Any information and contact details you can contribute will be very welcome. Contact WHG on 01769 580295.

### Forget Me Not Café, Okehampton

For people with memory problems and their carers.

Come and meet us, have a cup of tea, cake and a chat with others that are in a similar position, in an accepting and friendly environment. There are refreshments supplied free of charge.

There is usually a complementary therapist on hand to give short therapy sessions and professionals that you can talk to if you wish.

The Café meets on the last Tuesday of each month between 2pm and 4pm at the Glen, Community Room, Castle Road, Okehampton, (except December). For further information call Lynn on 01837 53397 or Email: [lynn.lane397@btinternet.com](mailto:lynn.lane397@btinternet.com)

### Games Afternoon for Seniors

Cards, Dominoes, Scrabble, Traditional and Modern Board Games. Chulmleigh Town Hall 3pm to 5pm, Wednesdays, 12 April, 10 May, 14 June, 12 July (Summer Garden Party). More dates to follow. Tea, cakes and plenty of chat! For more information call Maryon on 01769 580967 or Holly on 01769 580137.

### Forget-Me-Not-Friends, Winkleigh

The café provides the opportunity for people to meet informally in a relaxed atmosphere. Health and Social Care staff are often on hand to provide information and to offer support. We meet at the Winkleigh Community Centre, 2-4pm, first Wednesday of every month. For more information contact Trish on 01237 459337.

# Wallingbrook Health Group

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



## Spring 2017

Any questions? Telephone 01769 580295

### Dr Wilson-Smith and Dr Guildford

Dr Wilson-Smith and Dr Guildford will be leaving Wallingbrook Health Group (WHG) at the end of March and the end of June respectively. Dr Wilson-Smith is changing job roles to allow more flexibility to juggle family responsibilities. Dr Guildford is going to be taking up a new role working on a remote Scottish Island and working more in emergency medicine. We wish them both the best of luck in their new roles. They will be missed by us all.

### Dr Jarvie

We are very pleased to announce Dr James Jarvie will be joining the WHG partnership from mid-April.

### Telephone Number for WHG

Could we remind all our patients that our only telephone number is 01769 580295.

### Wasted Appointments

We are experiencing a high number of patients not attending booked appointments. These appointments are irretrievable; other patients could be seen. Using Wallingbrook's new messaging service (see overleaf) you can cancel your appointment 24 hours a day via text or email. The summary below shows the number of appointments missed: November: 123, December: 113, January: 104, February 117.

## Bank Holiday Closures

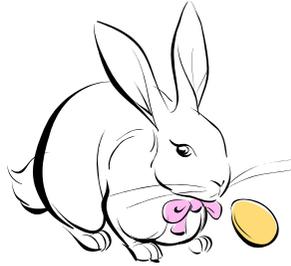
We will be closed on the following days:

Friday 14 April 2017

Monday 17 April 2017

Monday 1 May 2017

Monday 29 May 2017



## Staff Training/Closure Dates

The Chulmleigh & Winkleigh surgeries will be closed for staff training on the following dates and times. We apologise for any inconvenience. Should you require urgent same day attention please phone 111.

Date	Chulmleigh Surgery	Winkleigh Surgery
Thursday 16 March		Closed from 12.30pm to 2.30pm
Thursday 20 April	Closed for the afternoon from 12.30pm	Closed for the afternoon from 12.30pm
Thursday 27 April		Closed from 12.30pm to 2.30pm
Thursday 25 May		Closed from 12.30pm to 2.30pm
Tuesday 27 June		Closed from 12.30pm to 2.30pm
Wednesday 5 July	Closed for the afternoon from 12.30pm	Closed for the afternoon from 12.30pm
Thursday 27 July		Closed from 12.30pm to 2.30pm

## New Messaging Service

Wallingbrook has a new electronic messaging service that provides communication via text, email and automated voice message.

## Appointment Reminders

WHG is now able to send patients appointment reminders via text message as well as email. This service allows patients to cancel their appointments, 24 hours a day. Patients are required to text the word 'CANCEL' to the number given within the text or reply to the email with the word 'CANCEL'.

## Invites and Updates

The service is set to send invites and updates via email. If the email is unsuccessful, the invite will be sent as a text message, if there is no mobile number or the text fails the system will send via an automated voice message. If all messages fail we will revert back to a letter or telephone call.

## Friends and Family Surveys

Patients will receive Friends and Family Surveys via text or email following their appointment. Patients have the opportunity to rate their experience and provide the Practice with valuable feedback.

The new service is provided for patients over 16 years.

## The Patient Care Coordinator (PCC) Role

WHG has 3 PCCs who liaise with the GPs and patients to assist with the coordination of patient care.

The PCCs are:-

Sarah Rowley - Dr Burke, Dr Gosrani and Dr Starks

Jess Powell - Dr Wielink and Dr Sherlock

Sam Bunton - Dr Guildford, Dr Wilson-Smith and Dr Jarvie when he joins in mid-April.

The PCCs form part of the Patient Services Team along with the Patient Services Advisors and the Data and IT Administrators Tracey Stevens and Nicola Bennie.

The PCCs are the first point of contact for patients wanting to book routine GP appointments and follow-ups. PCCs assist and connect patients to their usual GPs and other medical professionals. They provide general support to the clinical team, assist the GPs with administration of patient care, send referrals and liaise with the hospitals. The PCCs are also responsible for ensuring medical reports are completed and attend Practice meetings to take minutes. The PCCs work very closely with their GPs to ensure that patient and GP communication is as efficient as possible.