

The Forget-Me-Not-Café, Okehampton

(for people with memory problems and their carers)

Come and meet the team in an accepting and friendly environment. Have a cup of tea, cake and a chat with others in a similar position. The Café meets on the last Tuesday of each month from 2-4pm at The Glen, Community Room, Castle Road, Okehampton. There is usually a complementary therapist on hand to give short therapy sessions and professionals that you can talk to if you wish. The next dates are: 30 August, 27 September, 25 October and 29 November. For further information phone Lynn on 01837 53397.

Contacting 999 emergency services by text

Dialling 999 for the emergency services is always stressful. If you are deaf or have a speech impairment it is doubly so, "What if I can't hear them?" or "What if they can't understand me?"

Now we are able to contact 999 by text, but you will have to register your phone with them first. It is a simple process:

- Text the word 'Register' to 999.
- You will receive a text about the services.
- When you have read the messages, text 'Yes' back to 999.
- They will reply, telling you that your phone is registered or if there is a problem with your registration.

You will be able to contact Police, Fire Service, Ambulance or Coast Guard with greater confidence.

In an emergency you will need to text 999 with the following information:

- Which service – Fire, Ambulance, Police or Coastguard?
- What – Briefly, what is the problem.
- Where – Give name of road and town, plus other information such as house number or nearby landmarks or main roads.
- A text relay assistant will speak your message to the 999 advisor, their reply will be sent back to you as a text.

For further information, go to: www.emergencysms.org.uk.

Wallingbrook Health Group

Chulmleigh • Winkleigh

www.wallingbrook.co.uk



Summer 2016

Any questions? Telephone 01769 580295.

New Patient Participation Group members wanted

A Patient Participation Group (PPG) consists of voluntary patient representatives and Practice staff who meet regularly to consider improvements in the service provision supplied by Wallingbrook Health Group (WHG) to patients. Patients reflecting younger age ranges are under-represented at all parishes. Any patient can apply to join the PPG via the Practice using the following contact details d-ccg.wallingbrook@nhs.net. Ideally volunteers will come from a cross-section of the community.

The aims of the group are to:

- Provide feedback on patients' needs, concerns and interests.
- Challenge the Practice constructively, whenever necessary.
- Represent patients' opinions, good or otherwise, to the Practice and help the patients to understand the Practice's viewpoint.
- Undertake projects or reviews to enhance the performance of the Practice in the community.
- Ensure a consultation process is built into new initiatives or change, so there is a reasonable time for genuine feedback from the PPG and community prior to implementation.

Staff joiners

We welcome the following staff to our team: Amy Howes (Patient Services Advisor) & Sandi Robinson (Practice Nurse).

How can the Patient Care Coordinators help you?

We now have a new Patient Care Coordinator (PCC) role within WHG. The role has been created to assist patient communication with their GP. The PCCs will assist you by booking your routine appointments with your usual GP. They will assist the GPs referring patients to the hospital, ensuring all the necessary paperwork is in place. PCCs may be asked by the usual GP to phone patients to monitor progress after an appointment or hospital discharge. The coordinators will assist their GP with continuity of care work. The PCCs for the GPs are: **Jess Powell** - Dr Wielink and Dr Sherlock, **Sarah Rowley** - Dr Burke, Dr Gosrani and Dr Starks, **Sam Bunton** - Dr Guildford and Dr Wilson-Smith. When telephoning to book an appointment with your usual GP, select option 1 followed by option 2 and then select your usual GP's PCC.

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 call 111.

Date	Chulmleigh Surgery	Winkleigh Surgery
Thu 7 July	Closed in the afternoon from 12.30pm	Closed in the afternoon from 12.30pm
Wed 13 July	Closed in the afternoon from 12.30pm	Closed in the afternoon from 12.30pm
Thu 18 August	1.00pm-2.15pm	12.30pm-2.30pm
Thu 8 September	1.00pm-2.15pm	12.30pm-2.30pm
Thu 13 October	Closed in the afternoon from 12.30pm	Closed in the afternoon from 12.30pm
Thu 17 November	1.00pm-2.15pm	12.30pm-2.30pm
Thu 15 December	1.00pm-2.15pm	12.30pm-2.30pm

Wallingbrook website

We launched our new website on 1 July. The website address remains the same and we hope that you will find it easier to use and quicker to get to the information you need.

Sign up for future practice newsletters online

We aim to be more environmentally friendly in the future, therefore from the 1 July you can sign up to receive our Practice newsletter online. Visit the new Practice website to sign up.

Online services

SystemOnline makes it easy to book appointments, request medication and send messages to the surgery. You can login without waiting for the surgery to open. You can also now access detailed coded information regarding your health records, i.e. information held in a standard way within your computerised medical record. To access your detailed information please visit the surgery, however if you already use SystemOnline you can ask for access via the website.

Call for social groups

We are looking to raise awareness of local activities and groups in the Practice area on offer to all of our patients. If you run a local group, for example a book club, lunch club, running club, regular coffee mornings, cooking club, over 60s group, gardening club etc. please email the surgery d-ccq.wallingbrook@nhs.net with the details. Often patients in rural areas can face social isolation, leading to poor health, loss of independence and lower quality of life. We aim, along with our Patient Participation Group, to provide a directory of clubs and groups that are available in the area.

Wednesday games afternoon in Chulmleigh

There is a games afternoon for seniors which is held at Chulmleigh Town Hall monthly on a Wednesday afternoon between 3pm and 5pm. There are many games to choose from, e.g. cards, dominoes and Scrabble, as well as tea, cakes and plenty of chat. The next two dates are: 13 July and 14 September. There is no meeting in August. For more information call Maryon on 01769 580967 or Holly on 01769 580137.