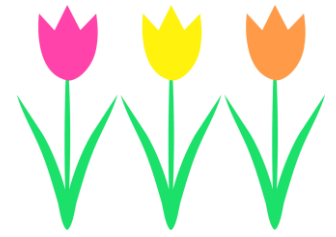


Wallingbrook Health Group

Chulmleigh • Winkleigh
www.wallingbrook.co.uk



SPRING NEWSLETTER

Wallingbrook Patient Participation Group Annual General Meeting

The Wallingbrook Patient Participation Group Annual General Meeting will be held on **Monday 14 May 2018 at 6.30pm at Wallingbrook Health Centre**. Patients are invited to attend. The Chair, Jack Earnshaw, will give a report on the achievements of the group over the last year.

Same Day Team & Rapid Access Clinic's



The Practice has clinics at our Chulmleigh Surgery to assist with same day appointment demand. The clinics are provided to ensure patients with a same day request will be prioritised on the basis of need.

Same Day Team Clinic is used after the weekend and post bank holiday. The clinic is served by a group of clinicians. They will see patients in appointment order.

The Rapid Access Clinic operates Tuesday to Friday; the clinic is served by one clinician and is designed for new urgent conditions, not on-going conditions.

Patients may experience waits of up to 30 minutes in busy periods. Whilst doctors will try to see patients in the advised time slots, due to the unknown nature of urgent problems, some patients may take longer and the clinicians may become delayed.

On telephoning the surgery for an appointment the Patient Services Team will be able to advise you if your condition is suitable for these clinics. **You will not be able to choose which Clinician you see.**



Search Pinpoint for community services and groups across Devon. Whether you are looking for support for yourself, a friend or family, guidance on leading a healthier lifestyle, clubs, groups, activities or opportunities for training and education, Pinpoint is a great place to start. With over 7,000 listings that are regularly maintained and the ability to find what's available in your specific area, you can find up-to-date and accurate information about services near to you that are right for you. Pinpoint is supported by Devon County Council, community organisations and professionals in Devon.

Staff Joiners

We would like to welcome Alison Wood (Health Care Assistant), Jo Berry, Lizzie Scott, & Tegan Dohoo (Patient Service Advisors) and Kate Burns (Business Service Coordinator) to the Wallingbrook team.

Wallingbrook Team Fundraising

During 2017 the practice team raised funds for Medic to Medic, a charity which sponsors medical, pharmacy, physiotherapist and Occupational Therapist students in Malawi and Uganda, a total of £166.16 was raised through cake sales.

Advice and advocacy • Care and support • Community services
 Family support • Registered childcare • Getting out and about • Staying safe
 Money matters • Housing and care homes • Looking after someone
 Health and wellbeing • Learning, working and volunteering • Things to do

Start your search at pinpointdevon.co.uk

Patient Online Services



You are able to register to access a number of our services online; once registered you are able to manage and book appointments, order repeat prescriptions, view your Summary Care Record, complete questionnaires, view your detailed coded record including test results (further consent needed).

To register please visit our website www.wallingbrook.co.uk, click on Our Services and choose Online Services from the drop down menu.

Read the 'Online Services Records Access Patient information leaflet 'It's your choice', complete the 'Application for Online Access to My Medical Record form' and provide **photographic identification**.

You will then need to visit the practice with all the information requested. A member of staff will complete the process and issue you with a username and a password.

Please note, you will need to come in yourself to register for this facility and applicants must be 16 years and over.

Travel Vaccinations

We have noticed an increase in demand in travel vaccinations booked at short notice.

Vaccinations must be completed 4 weeks before you travel to be fully effective.



Please visit website www.fitfortravel.nhs.uk and check which vaccinations you may require for your trip abroad, then make your travel vaccination appointment at least 6-8 weeks before you travel as a second appointment may be required with the Practice Nurse, if several vaccinations are needed.

We are able to offer specific vaccinations for your travel requirements, subject to availability, that are free on the NHS namely, diphtheria, tetanus and polio combined vaccine, hepatitis A and typhoid.

Non Attendance

We are still experiencing a high number of patients not attending booked appointments, but are pleased to report that the current trend is improving. These appointments are irretrievable, other patients could be seen. The effect of this is patients are waiting longer for routine appointments. You can cancel your appointment 24 hours a day via text or email using Wallingbrook's messaging service.

The summary below shows the number of appointments missed:

**November: 125, December: 92,
January : 125, February : 82.**

Forget-Me-Not Friends, Winkleigh

The group meets at Winkleigh Community Centre, 2pm to 4pm, first and third Wednesday of every month.

For more information contact Anne Balcomb 01837 83390.

Staff Training & Closure Dates 2018

The surgery will be closed for staff training on the following dates and times. We apologise for any inconvenience.

Chulmleigh Surgery

Thurs 26 April ~ closed from 12.30pm

Winkleigh Surgery

Thurs 5 April ~ closed 12.30pm to 2.30pm

Thurs 19 April ~ closed 12.30pm to 2.30pm

Thurs 26 April ~ closed from 12.30pm

Thurs 24 May ~ closed 12.30pm to 2.30pm

Thurs 28 June ~ closed 12.30pm to 2.30pm

Bank Holiday Closures

May Day ~ Mon 7 May

Spring Bank Holiday ~ Mon 28 May

Should you require urgent same day attention please call 111.

