

Staff Leavers

Celia Robinson retired from the Practice after 16 years of service.
Ros Jarvis retired from the Practice after 10 years of service.
Charlotte Armstrong-Ring has left the Practice after nearly 6 years of service to pursue a career closer to home.

We would like to thank Celia, Ros and Charlotte for all their hard work over the years. We wish them the best of luck for the future.

Patient Participation Group (PPG) AGM

This year's PPG AGM will be held in Winkleigh Community Centre on Wednesday 11 November 2015 at 6pm.

Okement Surgery

Based at the Okehampton Community Hospital

Okement Surgery is the smaller of the two medical practices in Okehampton and is based in quiet and spacious surroundings within Okehampton Community Hospital. It is a friendly, well organised Practice which is able to offer high quality, more personal medical care. Due to the size of the Practice you will find it is much easier to make appointments to see your own GP and also to get to know the staff who work there.

The Forget-Me-Not Café, Okehampton

(for people with memory problems and their carers)

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 remaining dates for 2015 are: 29 September, 27 October and 24 November. There will be no Café in December. For further information phone Lynn on 01837 53397.

Wallingbrook Health Group

Chulmleigh • Winkleigh • Okehampton

www.wallingbrook.co.uk



Autumn 2015

Any questions? Telephone 01769 580295.

Online Services

All GP appointments can now be booked online.

Wallingbrook Health Group (WHG) also provides the following online services:

- Viewing future and past appointments
- Ordering repeat prescriptions
- A facility to change your contact details and to record consent to receive text and email messages
- Submitting electronic questionnaires
- Granting additional users access to your online records

To find out more information please see a member of staff. If you would like to register for this service you will need to bring photo identification and see a member of staff who will issue you with a username and password.

Flu, Shingles & Pneumococcal Vaccinations

Patients eligible for the above vaccinations will be advised by either letter or email from mid-September. The clinics will run from mid-October and will be held at Chulmleigh, Lapford, Okehampton and Winkleigh.

Sharing Your Medical Records with Other Health Care Providers

We are asking patients if they would like to consent to their GP records being accessible to other health care providers e.g. A&E, Devon Doctors, Ambulance Service and other GP surgeries which might be involved in their care.

If you agree to share your record, please inform a member of staff. You can withdraw your consent at any time.

Urgent Same Day Team

The Practice has started a new system for Chulmleigh Surgery to assist with same day appointment demand, ensuring that patients with an urgent need can be seen in a timely manner. This system will work similar to a hospital casualty department where patients will be prioritised on the basis of need.

The clinics are designed for new urgent problems, not on-going conditions. Patients are required to telephone the surgery for an appointment and the Patient Services Team will be able to advise if the problem is suitable for this service. Patients will be told what time to arrive, there can be up to a 2 hour wait during busy periods. Patients will not be able to choose which Clinician they see. This service is available 3 days a week, but is subject to change due to staffing and holiday demands.

Routine Appointments for Ongoing Care

Wherever possible patients should see their usual GP for help with on-going conditions to ensure continuity of care. Patients with complex health needs are advised to discuss the most appropriate way to liaise with their own GP. This can be a mixture of telephone calls or face-to-face consultations. It may include a team based approach e.g. contact with either the Practice Nurses or District Nurses.

Meningococcal (Men) ACWY Vaccination

The Men ACWY vaccination is available for all patients aged 18 years on 31 August 2015. First-year university or further education students between the ages of 19 and 25 years are also eligible for this vaccination. Contact the surgery for more information and to book an appointment.

The Community Car Service

The Community Car Service is run by fully insured volunteers and is available to transport patients living in Chawleigh, Chulmleigh and Kings Nympton to Wallingbrook Health Centre and also to Chulmleigh Dental Practice. They are a not for profit organisation and charge for expenses only. Patients pay their driver at the time of the appointment. Currently return fares are based on mileage: £2 from Chulmleigh, £3 from Chawleigh and £3.50 from Cheldon, Chenson, Eggesford and Wembworthy. Phone to arrange transport, giving a week's notice if possible: Chawleigh patients 01769 581234 and Chulmleigh patients 01769 581042 (do not leave a message). If you are interested in becoming a driver for the Community Car Service, call one of the above numbers - volunteer drivers are always needed!

Lapford Voluntary Car Aid

Lapford Voluntary Car Aid provides the residents of the village with courteous, reliable and fully insured drivers to get you to your appointment safely and on time. Bookings can be made, Monday to Friday 9am-5pm, by telephoning Jenny Gray on 01363 83099 with the date and time of your appointment, preferably giving 24 hours notice. Current fares for the services: Chulmleigh (Health Centre and Dental Practice), £5 and Crediton (Hospital), £5. Should you be offered an urgent appointment to see your nominated doctor at the Winkleigh Surgery this can now be arranged by telephoning Jenny as above – the fare is £5. This out of area option is NOT available for the Okement Surgery.