

# Wallingbrook Health Group

## Our Vision

"Happier, healthier lives through empowering people and communities"

## Our Philosophy

"To work with our communities to provide the highest quality of healthcare possible and to promote healthy living: recognising that each individual's health and wellbeing are of equal importance."

## Our Core Values

### Patient Centred

We will act professionally, responsibly and compassionately.

### Respectful

We will respect privacy, dignity and diversity and be honest, friendly and welcoming.

### Improving Lives

We strive to improve the health and wellbeing of our patients, communities and staff, through professionalism, innovation and excellence in care.

### Development

To build strong networks within our communities working alongside the Patient Participation Groups to provide the highest quality of healthcare.

### Engaging

We will engage with staff and patients to improve patient satisfaction and work towards positive patient experiences.

**"Together, we build happy, healthy communities"**

# Wallingbrook Health Group

Chulmleigh • Winkleigh

**Together we build happy, healthy communities**

## PATIENT INFORMATION



**Wallingbrook Health Centre**  
Back Lane  
Chulmleigh, Devon  
EX18 7DL



**Winkleigh Branch Surgery**  
15 Southernhay  
Winkleigh, Devon  
EX19 8JH

**Telephone 01769 580295**

**Website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)**

Visit our Wallingbrook Health Group page for regular updates



## Welcome to Wallingbrook Health Group

We are a close knit team in a rural area led by a partnership of GPs and a Managing Partner. We are proud of our Practice and share a sense of vocation, working to improve the health of the community and give priority to those with the greatest clinical needs.

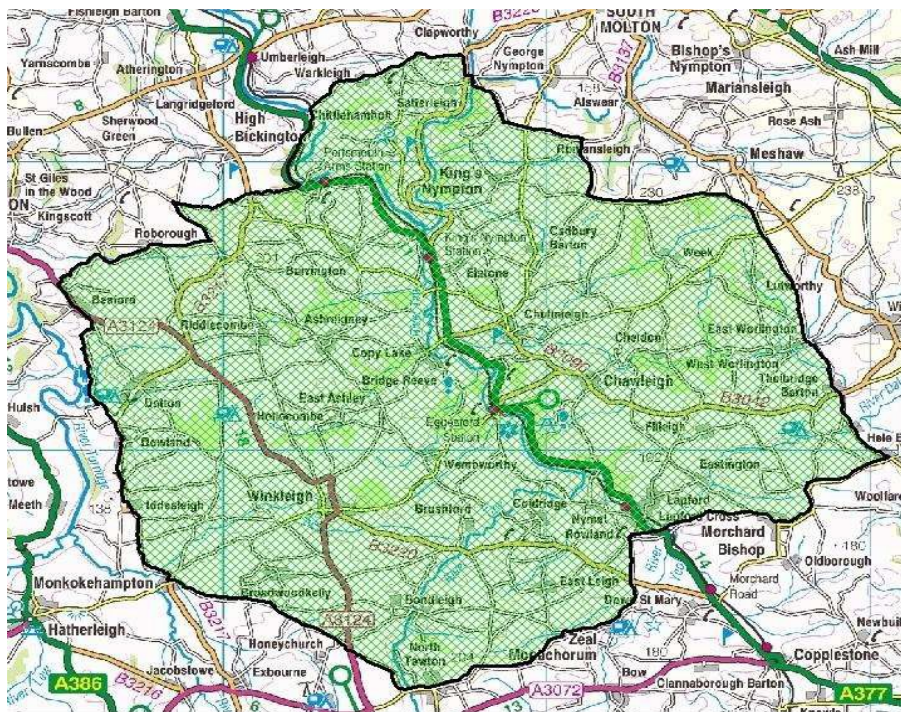
We have a respectful approach to our patients and promote independence to empower patients and promote healthy lifestyles.

We also provide a medication dispensing service for all registered patients who live within our dispensing area\*.

\* We are not able to dispense to patients who live within 1 mile of a pharmacy or live outside our Practice boundary.

\* We are not able to provide Home Visits to patients who live outside the Practice boundary.

### Map of the Practice Boundary Area



## Wallingbrook Health Group Useful Telephone Numbers

**Wallingbrook Health Centre: 01769 580295**

**Out of Hours: NHS 111**

### Local Hospital and Minor Injuries Units

North Devon District Hospital	01271 322 577	northdevonhealth.nhs.uk
Royal Devon & Exeter Hospital	01392 411 611	rdehospital.nhs.uk
Tiverton Hospital (Minor Injuries)	01884 235 400	
Okehampton (Minor Injuries)	01837 52233	okehamptonmedicalcentre.co.uk

### National and Local Helplines

Age Concern	0800 678 1602	ageuk.org.uk
Addictions	01271 325 232	
Childline	0800 1111	childline.co.uk
Cruse Bereavement	0808 808 1677	cruse.org.uk
Devon Domestic & Sexual Violence & Abuse	0345 155 1074	devon.gov.uk/dsva
Diabetes	0345 123 2399	diabetes.org
Samaritans	116 123	samaritans.org
Talkworks (Depression & Anxiety Service)	0300 555 3344	talkworks.dpt.nhs.uk
Rape Crisis	0808 802 9999	devon.gov.uk/dsva

### Local Contacts

Chiropody and Podiatry	01271 321 382	
Family Planning	01392 284 892	thecentresexualhealth.org
Travel Clinic	01271 442640	exetertravelclinic.co.uk
Physiotherapy	01363 775588	Based in Crediton Hospital



## Healthwatch Devon

Healthwatch Devon is an independent champion for people using health and care services.

Their job is to give a local and national voice to the key issues that affect people in Devon who use health and care services. They use evidence based on real experiences to highlight national issues and trends and raise these at the highest levels.

For more information contact Healthwatch Devon on 0800 520 0640 or visit their website at [www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)

## Donations for Medical Equipment

From time to time it is necessary to buy new medical equipment for patient care. If you are interested in making a donation then please contact the surgery.

## Local Activities and Services in the Area

Please see our website for information on local activities and services in the area. [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

## About Us

We operate a main site at Chulmleigh and a branch surgery in Winkleigh. The name Wallingbrook is derived from the building of new premises in 2003 on the site of Wallingbrook Hall. The name of the surgery was chosen by our patients.

We are a modern, innovative group and aim for the highest of standards of clinical care, we work within the financial constraints set by NHS Devon Clinical Commissioning Group in order to reduce the overall NHS spend. As much as possible we are a paperless organisation by using technology to enable clinicians to work with their whole patient population regardless of their location.

## Partners

Dr Will Sherlock

Dr Deepun Gosrani

Dr James Jarvie

Dr Matt Owen

Mrs Lucy Harris

## Practice Staff

Salaried Doctors

Dr Clare Dawson

Dr Hannah Jackson

Operations Manager

Sarah Rowley

Nurse Lead

Karen Robison

Dispensary Leads

Carly Jeffery & Lian Cureton

Patient Services Leads

Lizzie Deterding

Business Services Coordinator

Kate Burns

## Practice Information

Telephone: 01769 580295

### Opening Hours\* Monday to Friday

Wallingbrook Reception	8.00am - 6.00pm
Wallingbrook Dispensary	8.30am - 6.30pm
Winkleigh Surgery	8.30am - 1.00pm 2.00pm - 6.00pm
* Please note hours and times stated are subject to change	

### Consulting with a Clinician

To consult with your GP please use our online consultation service, eConsult, available via our practice website or the NHS App, if you do not have internet access please telephone 01769 580295 our Patient Services Team will then complete an eConsult Triage form with you over the telephone.

eConsult provides advice from your GP, self help information and can help with administrative requests such as a sick note or test results. This saves waiting for an appointment and you will get a response back by the end of the next working day.

### Home visits

If you are living within our Practice boundary we provide Home Visits to those, who, in a clinician's opinion, are unfit to travel. To arrange a Home Visit telephone 01769 580295 before 10.30am.

### Evening and weekend appointments

All registered patients have access to weekend and evening appointments with our Mid Devon Healthcare Primary Care Network. All appointments must be pre-booked. Contact Reception for more details. To view participating Practices visit the Mid Devon Healthcare Website: [www.middevonhealthcare.co.uk](http://www.middevonhealthcare.co.uk)

## Community Staff

### Public Health Nurses

The Public Health Nursing team is made up of health visitors, school nurses, staff nurses, and community health workers, and work with children from 0-19. A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. School nurses are registered nurses who have received specialised training in respect of the health of school aged children.

Public health nurses can help with the following:

- Healthy eating and feeding Issues
- Parenting support
- Emotional health and wellbeing
- Behaviour / Routines
- Sleep
- Public Health Nurses run appointment clinics across Devon.

Public Health Nursing also offer "Virtual Family Focus Sessions" where they cover a range of Health Promotion Topics and provide the opportunity to meet with other parents.

For details of any clinics, to make an appointment or to speak to a duty school nurse or health visitor please ring the Northern Devon Hub on 03332341904

A text advice service is also available.

For parents wishing to contact a health visitor for advice you can text your question to 07520631721

For young people wishing to ask advice from a school nurse you can text your question to 07520631722

## Community Staff

### District Nurses

The District Nursing Team are based out of Wallingbrook Health Centre and visit patients living within the Practice boundary. They provide nursing care to housebound patients and those with complex needs, often in collaboration with other services. They are available from Monday to Friday, 9.00am to 5.00pm and can be contacted via the surgery. Advise the Patient Services Team if your needs are urgent, otherwise the District Nurses will contact you on their return. If you require help out of hours use the NHS 111 service.

### Physiotherapy

Crediton Physiotherapy Team hold clinics within Wallingbrook Health Centre. Patients can be referred to see the physiotherapist by a GP, please complete an eConsult or speak to a receptionist.

### Podiatry

The North Devon Podiatry Team is based in Barnstaple and hold clinics in our Chulmleigh site. You or your GP can refer you for an appointment.

### Midwives

The midwives provide the full range of midwifery care.

Appointments can be made by contacting:

The South Molton Team: 01769 57915 (no answerphone service)

The Torrington Team: 01805 626314 (answer phone service)

Emergency Line: 01271 322605

NDDH Antenatal Clinic: 01271 322600

## When we are Closed

If you require urgent medical advice or attention call NHS 111. This service is available 24 hours a day, 7 days a week.



**In a life threatening situation please call 999**

### Test Results

Your GP or Clinician will advise you how to get your test results. The quickest way to access your results is by using the NHS App or the online service. Should you need to telephone for results, please contact Reception between 2.00pm - 5.00pm.

**Your GP will file the results in your notes and only contact you if appropriate.** If you wish to discuss your result in detail, you will need to arrange an appointment to speak to a GP or Practice Nurse.

### Accessibility

Our premises have been developed to meet all current requirements of the Disability Discrimination Act. Please let the receptionist know if you have problems with sight or hearing so appropriate help can be provided.

### Car Parking

Chulmleigh has on site parking, with disabled bays. We respectfully request you do not park in the delivery bay area as this is for delivery and emergency vehicles only. Winkleigh has on-road parking available.

### Local Pharmacies

Most Pharmacists can provide free health advice for minor ailments without the need for an appointment during their open hours. To find one near you go to the nhs website:

[www.nhs.uk/service-search/find-a-pharmacy](http://www.nhs.uk/service-search/find-a-pharmacy)

## Dispensary Services

At Wallingbrook we provide a dispensing service for prescribed medicines. These will be prepared in-house and can be collected at the onsite Dispensary in Chulmleigh. Prescriptions can also be sent to Winkleigh Branch Surgery and for collection at Dolton Post Office.

For those patients who do not reside within our Practice area, you may be able to apply to use our service if you live more than one mile from a pharmacy. Contact Dispensary for more details.

## New Prescriptions

If a GP or clinician prescribes you medication during your appointment you can, in most instances, collect it directly from the dispensary the same day.

## Repeat Prescriptions

There are several ways to order repeat prescriptions:

**Monthly Ordering System** - When you collect your prescription simply reorder the items you require for the following month, Dispensary will provide a collection date reminder card.

**NHS App** - The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England. You are able to order your repeat prescriptions via this app.\*

**Online Services** - you must be registered for this service.

**Repeat Slip** - hand this in to Dispensary with the items you would like to receive\*

**Answerphone** - 01769 580295, select option 2. Leave a message with your name, date of birth, medication required and collection date required.\*

\*Please note the turnaround times for this service on page 7

## Patient Participation Group (PPG)

Patient Participation Groups (PPGs) invite local people to be actively involved in the planning and development of new and existing health services. This helps them understand the healthcare service and enables them to voice opinions on topics such as service provision and local concerns. PPGs give patients, GPs and practice staff an opportunity to meet, exchange ideas and take action. The PPG consists of voluntary patient representatives and practice staff who meet monthly to consider improvements in healthcare service provision supplied by the Practice to patients.

Any patient can apply to join the PPG by contacting the Surgery or emailing [wallingbrookppg@gmail.com](mailto:wallingbrookppg@gmail.com)



**Your surgery needs you!**

Have you ever thought about joining our  
**Patient Participation Group?**

Our Patient Participation Group, or PPG for short, is run by volunteer patients and our practice manager to help strengthen the relationship between the practice and you, our patients.

Your PPG contributes ideas, feedback and suggestions to improve patient experience. If you'd like to know more or want to get involved, speak to someone on reception today.

## Mid Devon Healthcare Primary Care Network

### Pharmacist Team

Jo Hicks, Pharmacist and Hannah Baker, Pharmacy Technician work collaboratively with the GP practices in Mid Devon and other healthcare providers to deliver continuous patient centred care within the area.

### Social Prescribing / Wellbeing Team



Social prescribers help address non-clinical issues such as isolation and provide a more-holistic approach to care.

They are there to listen to you, and give you strategies to enhance your wellbeing. They can also put you in touch with people and activities that might help you feel better, and support you to improve your health and wellbeing by:

- Focusing on what matters most to you
- Helping you to reach your goals and your ambitions
- Connecting you to local community services and activities

## Dispensing Turnaround Times and Collection Sites

Prescription Handed in (from site to be collected at)	Ready to Collect	
	Chulmleigh	Winkleigh
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Monday (the following week)
Thursday	Monday	Tuesday (the following week)
Friday	Tuesday	Wednesday (the following week)

Deliveries to Dolton Post Office are on Tuesdays & Thursdays.  
Allow one working week when ordering medication for collection.

### Month of Birth Review

Patients on repeat medications may be asked to see a Clinician once a year during their month of birth to review these medications. If eligible, you will receive a text, email or letter the month before your birthday to invite you to either complete an eConsult online medication review questionnaire or invite you to make a Month of Birth appointment. Ensure you book this appointment to avoid unnecessary delays to further prescriptions.

Should you feel you need a review of your medication at any other time please do not hesitate to contact us by eConsult or telephone.

## Wallingbrook Health Group Online

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

Our website contains all key information about our Practice, policies and hours. It also contains links to eConsult and online access.

### Online Access

Online patient access is available for all patients over the age of 16 enabling the following access:

- Booking and viewing of past or future appointments
- Order repeat prescriptions
- Change contact details and record consent for receiving text and email messages
- Test Results
- Electronic Questionnaires

To access this service you need to complete a form and bring in photo identification. For more information please visit our website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

### NHS App

The NHS App is a simple and secure way of accessing a range of NHS Services via your smartphone or tablet. To use it you must be aged 13 and over and registered with a GP surgery in England.

- Access to eConsult to consult with your GP / send queries
- Order repeat prescriptions
- View your medical record
- Check your symptoms

### Text Messaging and Emails

The Practice uses both text messages and emails to communicate appointments, newsletters, important information, test results, patient review requests and a variety of other information, including notices of clinics which may be appropriate for you to attend.

## Mid Devon Healthcare Primary Care Network

Wallingbrook Health Group is part of the Mid Devon Healthcare Primary Care Network, a group of 5 GP practices; ourselves, Bow Medical Practice, Cheriton Bishop & Teign Valley Practice, Mid Devon Medical Practice and Redlands Primary Care.

**Mid Devon Primary Care Network (MDPCN) currently provides the following network of resources :**

### Evening and Weekend Appointments

If you are a patient registered at one of the Mid Devon Healthcare Primary Care Network practices you will be able to book a routine appointment evenings and weekends with the participating practices on the timetable. Please request an appointment via eConsult or telephone the practice.

### Paramedics

The MDPCN Paramedic team provide minor illness clinics at the surgery and home visits for patients who require urgent care.

### First Contact Physio (FCP)

The FCP's will also work closely with the community physios and hospital teams meaning that if further investigation, treatment, or referral is needed, this will happen seamlessly. This should streamline the service for you whether its simple advice or medication or onward referral to a consultant team.

The FCP will also liaise very closely with your GP and the rest of the practice team.

All practices now have an in-house FCP weekly and the facility to access an FCP remotely too.



## Primary Care Networks

From 1 July 2019, Primary Care Networks launched in Devon. It is the biggest transformation in more than a generation to the way family doctors work.

General practices across Devon are working together formally within local primary care networks (PCNs), typically serving patient populations of 30,000-50,000.

There are 31 PCNs in Devon. All have appointed clinical directors to lead work across the member practices.

Networks will, as they develop, recruit multi-disciplinary teams, including pharmacists, physiotherapists, paramedics, physician associates and social prescribing support workers, freeing up family doctors to focus on the sickest patients. The initiative comes alongside efforts to recruit more GPs as part of the NHS Long Term Plan.

This approach is designed to free up time for GPs, so they can focus more on supporting patients with the greatest needs and the most-complex conditions.

The new recruits will free up GPs to spend more time with patients who need them most, offering longer appointments to those who need them.

GP practices will be able to drive further action on detecting and preventing conditions such as cancer and heart disease, as well as doing more to tackle obesity, diabetes and mental ill health, and support older people at home and in care homes.

PCNs are a key part of the NHS Long Term Plan for improving services and sustain general practice in the short term and to improve access and care in the longer term.

Patients do not need to do anything differently – just continue using their own surgery as usual.

## Viewing your Health Records

You can access your Health Record via the NHS App, online or request a copy, ask at Reception for details. ID will be required when requesting. If the information we hold on your record is incorrect, let us know.

## Shared Consent

If patients would like a nominated person to have access to their medical records and personal details, they should complete a form available from Reception and return it to us, in person, with photo identification. This form needs to be signed by you, the patient, along with your nominated person.

## Summary Care Records (SCR)

Summary Care Records (SCR) are an electronic record created from GP medical records. They can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care. This can reduce the risk of prescribing errors and help avoid delays to urgent care.

At a minimum, the SCR holds important information about;

- Current Medication
- Allergies and details of any previous bad reactions to medicines
- Your Name, Address, Date of Birth and NHS number

You can also include additional information in the SCR, such as;

- Long Term Conditions
- Significant Medical History
- Communications Needs

Anyone aged 16 and over, who is registered with our Practice will need to complete a form if they wish to opt-in .

For more information, or to complete a consent form, please visit the Practice website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

## **Non NHS Services**

Some services we provide are not provided by the NHS. This means that a fee is charged, payable in advance. Payment can be made by cash, Debit Card or Visa/MasterCard. Forms for completion by GPs can be left with reception or requested by eConsult. Non NHS work can take 14 working days to complete. On occasion you will need to have a medical examination before the form(s) can be completed e.g. fitness to undertake sports, HGV and PSV driving checks and pre-employment health checks.

## **Have Your Say**

### **Comments, Compliments and Complaints**

We are always pleased to receive patients' compliments and suggestions for improving our services.

You can leave feedback and suggestions by;

- Letter
- Telephone
- Speak to our Patient Services Team
- Use Suggestion Boxes (available in the waiting room at Chulmleigh and Winkleigh)
- Online at our website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

The practice operates an in-house Complaints Procedure; our complaints procedure is downloadable from our website or available from each site in leaflet form. The practice acknowledges all complaints within in three business days and aims to resolve the matter as soon as possible.

### **Freedom of Information Publication Scheme**

As an open and transparent organisation, we are committed to routinely publishing as much information as possible, and, as such, we publish information in accordance with that scheme.

## **Confidentiality and your Health Records**

As a GP Practice, we have computer and paper records for our patients. We are registered under the 2018 Data Protection Act (GDPR) and make every effort to keep patient information confidential and secure.

The staff at Wallingbrook Health Group use your information to provide healthcare and for administrative purposes. The Practice may also share personal information with other people involved in your care, such as hospital doctors, and sometimes to assist in teaching medical and nursing students. In addition, we may occasionally provide anonymised information to the NHS for the purposes of financial and monitoring only. For further information please see our Privacy Notice available at both surgeries or visit our website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

### **Abuse, Violence and our Zero Tolerance Policy**

We strongly support the NHS Policy of Zero Tolerance. Anyone who abuses the GPs, staff or other patients, whether verbally, physically or in any threatening manner whatsoever, will risk being removed from the Practice list. In extreme cases we may involve the Police and ask them to remove offenders from the practice premises.

### **Trainee GP's, Hospital GP's and Medical Students**

As a Training and Teaching Practice; one of our core values is the education and development of the next generation of healthcare providers. We regularly host Trainee GP's, Medical Students and Nurse students as part of their training. We are very grateful to our patients for their active participation in this process, but if you prefer not to allow a Trainee GP or student to be present during your consultations please tell a member of staff.