

# Wallingbrook Health Group Newsletter

## Welcome to our latest newsletter.

Our team has grown considerably in recent months; we welcome Darren Cotgrove, Paramedic; Darren sees patients and provides home visits. Rachel Dunn, Cheryl Mann, Lisa Hendy & Becky Pugsley joined the Patient Services and Dispensary teams.

The Mid Devon Healthcare Primary Care Network (MDHPCN) team comprises of: Jo Hicks, Pharmacist; the Health & Wellbeing team, lead by Paula Martin. Julia Malik, First Contact Physiotherapist; Nikki Toomer, Specialist Occupational Therapist and a Mental Health Practitioner.

Our Dispensary has had a total refit creating additional storage space and improved workflow.

### **MOT Bay- Chulmleigh**

The MOT Bay is now in the waiting room, you can take your blood pressure (BP), weigh and check your height. Once you have taken your BP readings, hand them to reception, who will record this on your patient record. Baby weighing scales are also available for use.

## **Mid Devon Healthcare Primary Care Network (MDHPCN) Wellbeing Team**

The Mid Devon Healthcare Primary Care Network Wellbeing Team are here to support you to improve your health and wellbeing by:

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

### **Current Programme:**

- Insight Meditation: Monday 9:30am–10am
- Online Weekly Relaxation: Tuesday from 6pm
- Online Weekly Mindfulness: Friday 10am–10:45am
- Good Grief Cafe: Thursday 1 June for 5 weeks
- Getting Unstuck: Monday 5 June for 4 weeks

For more information or to book onto any of the above email:

[d-icb.wellbeing-mdhpcn@nhs.net](mailto:d-icb.wellbeing-mdhpcn@nhs.net), or speak to our Patient Services Team

## **Enhanced Access Clinics**

### **(evening and weekend appointments)**

As a patient at Wallingbrook Surgery, you can contact any of the participating practices found at [www.middevonhealthcare.co.uk](http://www.middevonhealthcare.co.uk). The website has a calendar detailing which surgery to contact for a specific day, and provides the phone number, the address and a link to the surgery website so all the information you need to book is in one place.

## Patient Participation Group (PPG)

Wallingbrook PPG welcomed Shelley Sherman and Mary Bavidge to the group, Shelley became the PPG Chairperson in July 2022.

Other members are: Jack Earnshaw, Maggie Samuel, Bill Graham, Rosemary Rives-Roberts and Mary Bavidge.

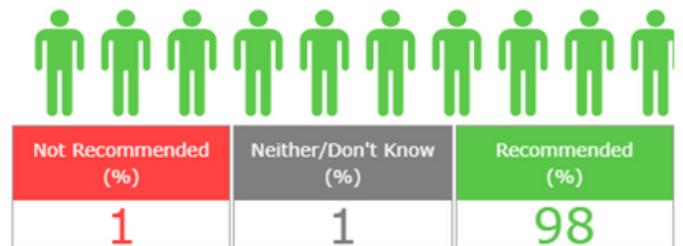
The group is looking for additional representatives. Join us if you would like to be part of shaping the Practice and looking out for the wellbeing of your community.

For more information email:  
[wallingbrookppg@gmail.com](mailto:wallingbrookppg@gmail.com)

## Wallingbrook Health Group (WHG) Friends and Family Test

Thank you to those of you who responded to our Friends and Family Feedback Questionnaires. During February we received 131 responses :

- 98% of those who responded recommend WHG
- 1% neither/ don't know
- 1% do not recommend WHG



## Dispensary Turnaround Times

Due to additional time taken to find alternatives to medicines that are in short supply, deal with queries and supplier issues the prescription processing time has increased.

Prescription Handed in at Chulmleigh or Winkleigh Surgery	Prescription Ready at Chulmleigh (allow 3 working days)	Prescription Ready at Winkleigh (allow 4 working days)
Monday	Thursday	Friday
Tuesday	Friday	Monday the following week
Wednesday	Monday the following week	Tuesday the following week
Thursday	Tuesday the following week	Wednesday the following week
Friday	Wednesday the following week	Thursday the following week

## Practice Opening Times - Monday to Friday

Telephone 01769 580295 (All telephone calls are recorded)	
Wallingbrook Reception	8am – 6pm
Wallingbrook Dispensary	8am – 6.30pm
Winkleigh Surgery	8.30am – 1pm 2pm – 6pm
*Please note hours and times are subject to change	

# Wallingbrook & Winkleigh Surgeries & Wallingbrook Dispensary Closure Dates

## Bank Holiday's

### Closed all day on:

Monday 8 May  
Monday 29 May  
Monday 28 August  
Monday 25 December  
Tuesday 26 December

## Staff Training Dates

### Closed 1pm - 6pm on:

Thursday 29 June  
Thursday 28 September

## Winkleigh Surgery Closures

### Closed from 12.30pm - 2.30pm on:

Wednesday 10 May  
Tuesday 13 June  
Friday 14 July  
Friday 11 August  
Wednesday 6 September  
Thursday 28 September  
Wednesday 11 October  
Tuesday 7 November  
Friday 15 December

## When We Are Closed

For urgent medical assistance or advice outside of normal surgery hours call NHS 111.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.**

## Have you got the NHS App?

By downloading the NHS App onto your smartphone you will be able to:

- Order repeat prescriptions
- Consult with your GP via eConsult
- Book blood test appointments
- Get health advice
- View your medical record
- Register your organ donation decision
- View your NHS number



## Better Health Let's Do This

### Weight Loss:

Download the free NHS Weight Loss Plan to help you start healthier eating habits, be more active and start losing weight.  
[www.nhs.uk/better-health/lose-weight/](http://www.nhs.uk/better-health/lose-weight/)

### Every Mind Matters:

There are small things we can all do to help be kind to your mind, and these can make a big difference to how we feel. Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.  
[www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

# Dying – Let's Talk About It



Let's talk about it

Starting a conversation around death is never easy. Families often report that bringing the conversation out into the open is often a relief. Loved ones are able to express their wishes on how they would like to die, or what they would like to happen after they die. In turn this helps you and your loved ones cope better emotionally and practically with what their death may mean.

## **When someone dies what do I do?**

If someone dies at home and their death was expected, for example due to a terminal illness, telephone the family doctor and nearest relatives.

In most instances the doctor will issue a medical certificate of the cause of death to allow the death to be registered at the Registry Office. A Death Certificate will then be provided.

Having spoken with the GP practice and when you feel ready to do so, you can contact a funeral director.

## **If someone dies unexpectedly:**

Call 999 immediately and explain what has happened.

If the cause of death is unclear or unnatural, for example as the result of an accident, or the person hadn't seen a doctor recently, the death may need to be reported to a coroner. A coroner is a doctor or lawyer responsible for investigating unexpected deaths. The coroner may call for a post-mortem examination. This may take some time, so the funeral may be delayed.

When someone dies unexpectedly, the police will be called to do a routine visit. They'll ask questions about the circumstances of the death which may be used to help the coroner to understand the cause of death.

## **If someone dies in hospital:**

The hospital will usually issue a medical certificate and formal notice. They will support you with the next steps you need to take.

The body will usually be kept in the hospital mortuary until the relatives arrange for a funeral director to take it to their premises or arrange for the body to be taken home

## **If someone dies abroad:**

If someone dies abroad, you should register the death according to the regulations of the country. A local death certificate can usually be used in the UK. If it's not in English, you may need to get a certified translation if you're dealing with the person's affairs. You might also choose to register the death with UK authorities, contact the Foreign, Commonwealth & Development Office.

## **Things to do before you die:**

- Make a will
- Make a funeral plan
- Start planning your future care and support
- Make your thoughts on organ donation known
- Manage your digital legacy (online accounts)
- Make sure your loved ones know your plans

## **Useful Resources:**

- [www.hospiceuk.org/our-campaigns/dying-matters](http://www.hospiceuk.org/our-campaigns/dying-matters)
- [www.nhs.uk/conditions/end-of-life-care/](http://www.nhs.uk/conditions/end-of-life-care/)
- [www.nhs.uk/conditions/end-of-life-care/changes-in-the-last-hours-and-days/](http://www.nhs.uk/conditions/end-of-life-care/changes-in-the-last-hours-and-days/)
- [www.nhs.uk/conditions/end-of-life-care/coping-with-terminal-illness/](http://www.nhs.uk/conditions/end-of-life-care/coping-with-terminal-illness/)
- [www.gov.uk/when-someone-dies](http://www.gov.uk/when-someone-dies)

