

Newsletter

Spring 2024



Winkleigh Surgery Extension

We are delighted that from March 2024 extension works will commence on our Winkleigh Surgery. This will allow us to enhance the service we offer in this growing community by providing an additional two consulting rooms.

Whilst the works are ongoing, provision has been made for surgery services to continue as usual. Cliffords Way will remain open.



Our building contractors will make every effort to minimise disruption to patients, visitors and staff during this time.

Please contact us should you have any concerns during the period the work is taking place and thank you for your understanding in advance.

New Bench



Following a donation kindly given by the family of the late Josephine Millman, a new bench has been purchased to be placed outside the dispensary for patients to use.

Team Update

New additions to the Wallingbrook team.

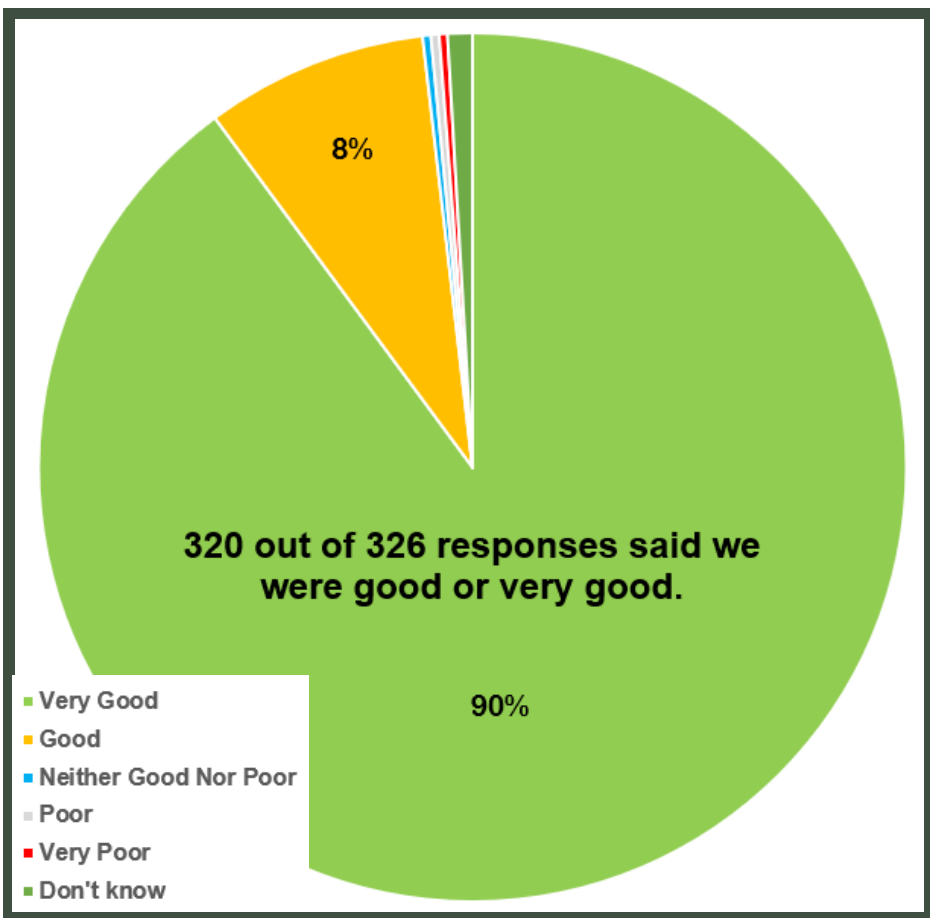
To the Patient Services Team we welcome Rachel Hixson, Mandy Bridgman & Tracy Holder.

Registrar GP Dr Kayleigh North has joined our Clinical Team

Joining our Dispensary Team we have Kate Sims, Tanith Overton and Danielle Drew.

They have all settled in fantastically and are already great assets to the team.

Family and Friends Test March 2024



A huge thank you to everyone who completed our Family and Friends survey in February. We had 326 responses of which 320 (98%) rated us as good or very good.

Feedback is vital to help us continue providing high quality of care to our patients. We greatly appreciate you taking the time to tell us about your experience.

You can also feedback to us by completing a comments slip in the waiting room, speaking to our Patient Services Team or emailing: d-icb.wallingbrookbsc@nhs.net



Mid-Devon Wellbeing is the Social Prescribing Team for Mid Devon Healthcare. The team offer a range of workshops online including Mindfulness, Relaxation, Wellbeing & Resilience. They also hold Good Grief Cafes.

You can access more information via:

- Mid Devon Wellbeing Facebook page
- <https://www.middevonhealthcare.co.uk/wellbeing-services>

Patient Participation Group

Wallingbrook Patient Participation Group (PPG) exists to allow 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 bi-monthly. We aim to have participants that represent a cross-section of our community.

We are currently looking for new members to join the PPG. Presently, we have representatives from Chulmleigh, Winkleigh, Burrington and Lapford. We would particularly welcome people from our other communities. If you are interested in joining the PPG or would like more information please email: wallingbrookppg@gmail.com

Community Groups



Did you know our Patient Participation Group collate information on groups, clubs and organisations in the practice area to share with you?

We are fortunate to have a wide variety of groups in the area. With everything from sports to crafts and Young Farmers to friendships groups there is something for everyone.

To view these visit: [Activities and Services in the Local Area - Wallingbrook Health Group](#) to view these

Annual Meeting of the Patient Participation Group

Your opportunity to meet your Patient Participation Group (PPG), find out about the work they do and have your say about the service that WHG provide.

There will also be a presentation from Mid Devon Wellbeing, your local social prescribing team. They will be discussing what social prescribing is, the services they offer and how they can help you.

Join us in Winkleigh Village Hall Thursday 11 July from 5pm

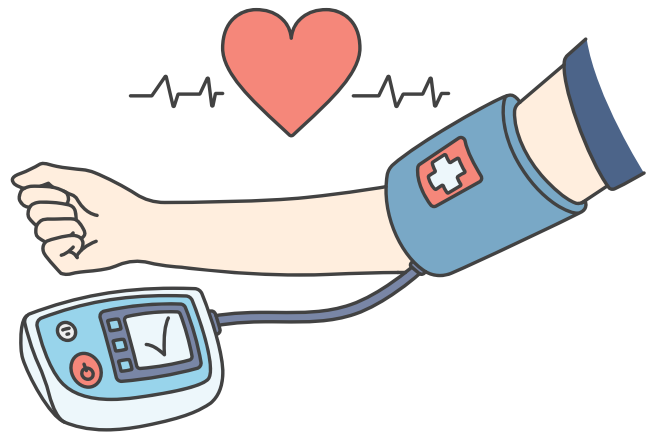
Managing High Blood Pressure

The Practice encourages all our patients who have had raised blood pressure (BP) levels to monitor their BP. As such you may be asked to submit BP readings to be reviewed by a clinician.

You will be advised of when you should submit your BP readings and whether a one-off or several days of readings are required. Patients may also be invited to attend an appointment with a clinician known as a "recall".

To help our patients remember to do this we send reminders via letter, email and text message, but unfortunately patients do not always respond. Over the last 3 months the response rate has been approximately 50%. We attempt to make this as easy as possible by:

- Sending reminders
- Offering BP machines on loan
- Having BP machines available to use in waiting rooms



Blood pressure monitoring is vitally important in maintaining overall health and ensuring that we are supporting you in the best way possible to reduce or manage high blood pressure.

If your blood pressure is too high, it puts extra strain on your blood vessels, heart and other organs, such as the brain, kidneys and eyes.

Persistent high blood pressure can increase your risk of a number of serious and potentially life-threatening health conditions:

<https://www.nhs.uk/conditions/high-blood-pressure-hypertension/>

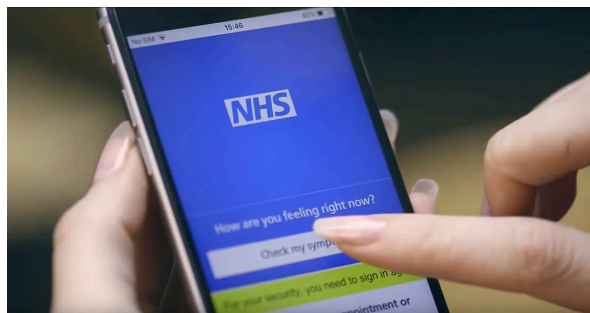
If you have any suggestions which would help you to submit BP readings or uptake of recall appointments, these would be gratefully received.

NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

What you can do with the NHS App?

- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information such as test results)
- Register your organ donation decision
- Choose how the NHS uses your data
- Use NHS 111 online to answer questions and get instant advice or medical help near you
- Search trusted NHS information and advice on hundreds of conditions and treatments
- Find NHS services near you

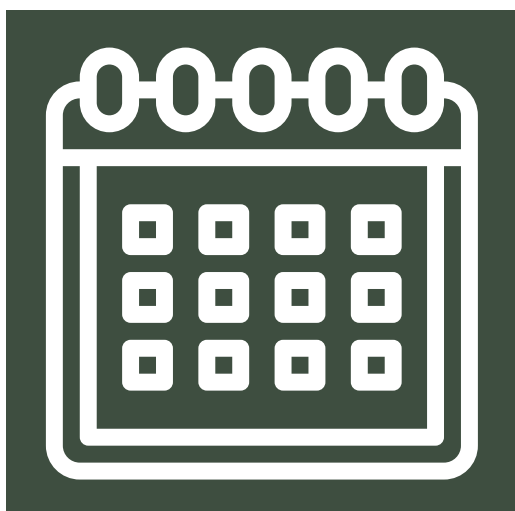


You must be aged 13 or over to use the NHS App. You need to prove who you are to get full access to the NHS App.

More information can be found at: <https://www.nhs.uk/nhs-app/about-the-nhs-app/>

For help with accessing your medical records please speak to one of our Patient Services Team.

Online Appointments



To make booking your appointments as convenient as possible we now offer the following nursing team appointments online, these are bookable via the NHS App or SystemOnline and are accessible 24/7:

- Cervical Smear
- Blood Pressure Checks
- General Health Check & Bloods (for annual reviews)
- COVID & Flu Vaccinations

We aim to make a wider number of appointments and services available to book online throughout 2024.

Vaccinations

There are a number of initiatives ongoing at the moment to ensure that patients are up-to-date with vaccinations to best protect themselves. Please contact the surgery for information on booking your vaccinations.

Shingles

From 1 September 2023:

You're eligible for the shingles vaccine when you turn 65.

You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart. If you turned 65 before 1 September 2023, you'll be eligible for the shingles vaccine when you turn 70.

Everyone aged 70 to 79 is eligible for the shingles vaccine.

Depending on the type of vaccine you have, you'll have either 1 dose or 2 doses (given between 6 and 12 months apart).

You'll remain eligible until your 80th birthday (but you can have your 2nd dose up until your 81st birthday).

If you're aged 50 or over and you're at higher risk from shingles because you have a severely weakened immune system, you're eligible for the shingles vaccine.

This includes some people:

- With blood cancer (such as leukaemia or lymphoma)
- With HIV or AIDS
- Who have recently had a stem cell transplant, radiotherapy, chemotherapy or an organ transplant
- Taking certain medicines that severely weaken the immune system

You'll be given 2 doses of the shingles vaccine. These are provided between 8 weeks and 6 months apart.

Ask your GP or care team if you're not sure if you're eligible for the shingles vaccine.

Measles, Mumps and Rubella (MMR)

Measles cases are rising in England. Are you up to date with your MMR?

NHS figures show almost 3 million children under the age of 16 years are either unprotected or not fully protected and at risk of catching these serious and completely preventable diseases.

Measles is not just a childhood disease and can be serious at any age. If caught during pregnancy it can be very serious causing stillbirth, miscarriage and low birth weight. NHS bosses are also urging young adults to catch up on any missed doses before thinking about starting a family.

Two doses of the safe and effective MMR vaccine are needed for maximum life-long protection, with the first dose given around the child's first birthday and the second at around three years and four months old.

However, anyone can catch up at any age on any missed doses and it's never too late to protect yourself.

If you or your child have not had both doses of the MMR vaccine contact your practice to book an appointment as soon as possible and catch up.

For full NHS info go to:

<https://www.nhs.uk/vaccinations/mmr-vaccine/>

Spring Covid Vaccinations



We are currently holding our vaccination clinics for eligible patients. If you are eligible, you will have received an invite via text message, email, or letter from the practice.

We will contact you if you are:

- Aged 75 years or over
- Live in a care home for older adults
- Are aged 6 months or over and have a weakened immune system

If you are eligible and have not yet booked your vaccination, please contact the surgery.

Devon Carers

Do you support someone who would not cope without your help? Devon Carers website provides information, advice, and support in your caring role. Telephone 03456 434 435

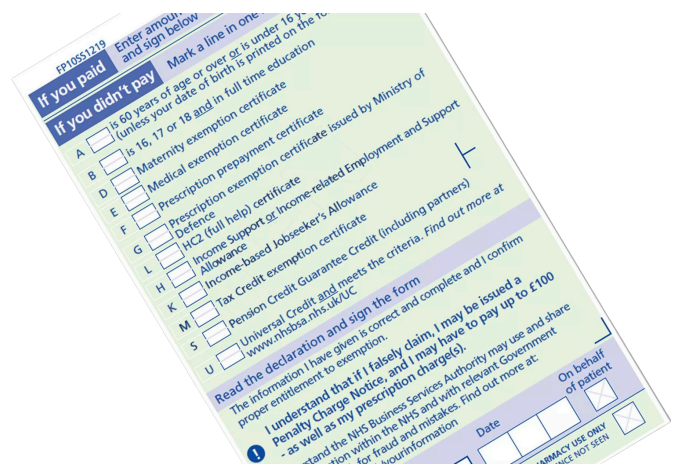
or visit: www.devoncarers.org.uk



Completing the Reverse of Your Prescription

Following the changes introduced to the reverse of FPIOs (your prescriptions), are aware that more patients have received fines from the NHS Business Services Authority where the incorrect box has been selected by patients or their representatives when collecting their prescriptions.

Whilst our team are happy to give general advice regarding payment exemptions, they would not know if a patient is exempt. This check is undertaken by the Business Services Authority.



Please ensure that your exemption is valid and you have selected the correct exemption category or fully completed the 'if you pay' part on the back of the prescription to avoid a fine.

To check if you are eligible for free prescriptions visit:

<https://www.nhs.uk/nhs-services/prescriptions/check-if-you-can-get-free-prescriptions/>

For more information on saving money with a prescription prepayment certificate, visit:

<https://www.nhs.uk/nhs-services/prescriptions/save-money-with-a-prescription-prepayment-certificate-ppc/>

Prescription Charges Increase



On 1 of May 2024 prescription charges are changing:

- A prescription will increase to £9.90 for each medicine or appliance dispensed
- 3 Months pre-payment certificate will increase to £32.05
- 12 Months pre-payment certificate will increase to £114.50
- HRT certificate will increase to £19.80 (2 prescription charges)

For full details of price changes please visit :

<https://www.gov.uk/government/news/nhs-prescription-charges-from-1-may-2024>

If you receive one or more prescription item per month, a 12 month pre-payment certificate is the most cost effective way to pay for your prescriptions. To find out more visit:

<https://buy-prescription-prepayment-certificate.nhsbsa.nhs.uk/start>

Changes to our Wallingbrook Dispensary Closures

To accommodate training for all our dispensary team our monthly 1pm - 2pm closures will now alternate between a Monday and a Friday. For a full list of closure days and times please visit - <https://www.wallingbrook.co.uk/opening-hours>



Follow us on Facebook to stay up-to-date with Practice news and latest health information:

<https://www.facebook.com/WallingbrookHealthGroup>

Practice Training Afternoons

2024 Practice Training afternoons are on:

- Tuesday 11 June 2024
- Wednesday 2 October 2024

We will be closed from 1pm.

To access help during closure afternoons:

If you have an urgent medical need during the training afternoon, please continue to ring the usual telephone number for the practice and you will be put through to the duty service.

Please do not ring for routine appointments and queries during that afternoon.

For more information on closures and where to access medical assistance when we are closed, please visit:

<https://www.wallingbrook.co.uk/opening-hours>

For immediate, life-threatening emergencies, continue to call 999.

Wallingbrook Health Group Contact Details

Phone - 01769 580295

Website - www.wallingbrook.co.uk

For health advice outside of practice opening hours please dial 111