

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

(All calls are recorded for training and monitoring purposes)

Visit our Wallingbrook Health Group Facebook 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

| Local Hospital and Minor injuries Units | | |
|--|---------------|--|
| North Devon District Hospital | 01271 322577 | www.royaldevon.nhs.uk/our-sites/north-devon-district-hospital/ |
| Royal Devon University Healthcare NHS Foundation Trust | 01392 411611 | www.royaldevon.nhs.uk |
| Tiverton Hospital (Minor Injuries) | 01884 235400 | |
| Okehampton (Minor Injuries) | 01837 52233 | www.okehamptonmedicalcentre.co.uk/ |
| National and Local Helplines | | |
| Age Concern | 0800 678 1602 | ageuk.org.uk |
| Waythrough Drug & Alcohol Services | 01325 731160 | www.waythrough.org.uk |
| Childline | 0800 1111 | childline.co.uk |
| Cruse Bereavement | 0808 808 1677 | cruse.org.uk |
| Devon Domestic & Sexual Violence & Abuse | 0808 500 2222 | devon.gov.uk/dsva/sexual-violence/ |
| Diabetes UK | 0345 123 2399 | diabetes.org.uk |
| Samaritans | 116 123 | samaritans.org |
| Talkworks (Depression & Anxiety Service) | 0300 555 3344 | www.talkworks.dpt.nhs.uk |
| Rape Crisis | 0808 500 2222 | www.rapecrisis.org.uk |
| Local Contacts | | |
| Chiropody and Podiatry | 01271 341509 | |
| Family Planning | 0300 303 3989 | www.devonsexualhealthnhs.uk |
| Travel Clinic | 01392 430590 | exetertravelclinic.co.uk |



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

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

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 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 Ian Guildford, Dr Stephen Adeseko, Dr Maria Mastrantonio & Dr Kate Richardson

Operations Manager

Sarah Rowley

Nurse Leads

Karen Robison & Jan Hole

Dispensary Lead

Julie James

Patient Services Lead

Justeen Randall

Business Services Coordinators

Amy Darley & Becky Horton

Practice Information

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. All patient contact will be triaged by the Duty Team.

eConsult provides 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.

Enhanced Access - Evening and weekend appointments

All registered patients have access to weekend and evening appointments with our Mid Devon Healthcare Primary Care Network. We provide weekly Wednesday evening appointments, as well as a monthly Friday evening. 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

Community Staff

Public Health Nursing Service Provided by Devon County Council

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 03332 341904

A text advice service is also available.

For parents wishing to contact a health visitor for advice you can text your question to 07520 631721

For young people wishing to ask advice from a school nurse you can text your question to 07520 631722

To find out more, please visit the website: <https://www.devon.gov.uk/educationandfamilies/health/>

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 4.00pm and can be contacted via their personal mobile 07789 031190. If you are asked to leave a voicemail, please leave your name, number and date of birth and they will get in contact with you as soon as they can. If you require help out of hours use the NHS 111 service.

Physiotherapy

Physiotherapy clinics are now held at Crediton, Okehampton, Tiverton, Exeter and Barnstaple Hospital. 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:

North Devon Team: 01271 322788

The Torrington Team: 01805 626314

NDDH Emergency Line: 01271 322605

RDUH Emergency Line: 01392 406616

GP Appointments

The Duty Team will assess patient requests based on clinical need. Following assessment, you may be offered a telephone consultation or face to face consultation with the health professional best placed to care for your healthcare needs. We may also text or email you a link with further information to the right service for your healthcare.

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 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. Your GP or clinician will advise you on 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.

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

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 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 3. Leave a message with your name, date of birth, medication required and collection date required.

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 bi-monthly.

Any patient can apply to join the PPG by contacting the Surgery or emailing 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.



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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

Mental Health Practitioner

Mental Health Practitioners role is to support anyone with severe mental illnesses. Glenn Miller provides a clinical day every Friday at either Chulmleigh and Winkleigh sites.

Ageing Well Lead - Dementia Specialist

Nikki Toomer works on behalf of the Mid Devon Primary Care Network and provides monthly clinics to do annual reviews for our Dementia patients. We are able to offer Home Visit appointments with Nikki, for those patients unable to visit either Chulmleigh or Winkleigh surgery.

Dispensing Turnaround Times and Collection Sites

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

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

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

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 booking link, text, email, or letter the month before your birthday to invite you to either complete an online medication review questionnaire or invite you to make a Month of Birth appointment. Attending these appointments is vital to allow us to monitor your condition and ensure your medication is correct.

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

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

NHS App

The NHS App is a simple, 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.

- Order Repeat Prescriptions
- Book and manage appointments
- Get health information and advice
- View your health record securely
- View your NHS number

Online Access via SystemOnline

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
- Electronic Questionnaires
- View your prospective medical records and test results

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

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 3 GP practices; ourselves, Bow Medical Practice, and Redlands Primary Care.

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

Enhanced Access - 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.

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.

Your GP can refer you to this service.

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, social prescribing support workers, occupational health workers and mental health practitioners, 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.

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

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 up to 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

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

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.