

Wallingbrook Health Group

Chulmleigh • Winkleigh

www.wallingbrook.co.uk

AUTUMN NEWSLETTER



New Technology Aims to Reduce Patients' Waiting Time

Patients can now benefit from 24-hour online access to the GP practice. The new service eConsult aims to help people get the right treatment they need at the right place, enabling patients to use online consultation technology for non-emergency ailments.

Patients complete an online e-consultation form linked to our practice website www.wallingbrook.co.uk. The consultation form will be reviewed by a GP, before a response is sent to the patient within two working days. The GP may contact the patient to give advice, offer an appointment if needed, or issue a prescription.

This service is online, so gives patients 24-hour access to information.

There is a range of innovative self-help tools available, including symptom-checkers, instructive video content created by GPs and advice about the various places a patient can get help, including pharmacies and the NHS 111 helpline.

Patients can, of course, still have face-to-face consultations with a GP. This new online system is simply using today's technology to give patients added, efficient and safe online access to GPs.

Patients who have already used the service have commented on how convenient and easy it is to use.

Register for Online Services

We are encouraging patients to register for our online services - this allows patients to book and manage appointments online in their own time, order medication, view their Summary Care Record, view test results and complete questionnaires. To register please complete the forms available from the surgery or on our website (located within the Our Services section), photographic ID will also be required.

Your Summary Care Record

Were you aware you are now able to ensure your medical details are available to medical staff treating you away from the surgery? This will help medical staff care for you properly, and respect your choices, when you need care away from your GP surgery.



To register, visit our website, the form is located in the Sharing Your Data section, or may be collected from the surgery.

Staff Leavers & Joiners

We are saying goodbye to Amy Howes (*Patient Services Team*) who is leaving for university, and would like to welcome Dr Matt Owen (*Partner GP*), Tom Humphreys (*Nurse Practitioner*), Denni Munn, Emily Cann (*Patient Service Advisors*) and Lesley Osman (*Dispensary Counter Assistant*) to the Wallingbrook team.

Patient Parking

Please could we urge patients not to park directly outside the dispensary; **this area is designated for Emergency Vehicles only.**





ChatHealth



Parents & carers can access health advice via a Health Visitor by text, 9am-5pm, Monday – Friday. **Phone: 07520 631 722**

A Health Visitor can help with all kinds of situations such as:

- Child health and development
- Adjusting to parenting
- Feeding/sleep/routines
- Toileting/continence
- Parental mental health

There is a separate line for people aged 13-19 to contact a School Nurse, 9am-5pm, Monday – Friday. **Phone: 07520 631 721**

School nurses can support young people with a range of difficulties such as:

- Puberty
- Bullying
- Sexual health
- Relationships/friendships
- Acne
- Mental health
- Sleep
- Exam stress
- Drugs, smoking and alcohol
- Healthy eating



Volunteer Drivers Needed!

Chulmleigh and Chawleigh Car service transport patients to Wallingbrook and to Chulmleigh Dental Practice. More drivers would be welcome! If interested, phone 01769 581234 for Chawleigh or 01769 581114 for Chulmleigh.

Considering a Healthier You?

Visit our MOT Bay here at Wallingbrook and get to 'Know Your Numbers'.

Take your blood pressure, height, weight, calculate your BMI and measure your lung function. The MOT Bay is located in the waiting room at Wallingbrook and is available for use during surgery hours.

You will find an instruction manual on how to use the equipment in the MOT Bay, and our reception team are on hand should you need any assistance.

Complete your results onto the form provided and submit it to the receptionist who will update the results onto your records and forward them to your usual GP.

Regular use of the MOT Bay will enable you to monitor your health, get the results to your clinician, with no need for an appointment and at a time that suits you.

Recommended Online Resources



Pinpoint Devon provides information on care and support services, residential homes, advice services, community groups, activity clubs, registered childcare and much more. Go to: www.pinpointdevon.co.uk/



One Small Step provides a wellness app for a healthier you. It is simple to use and will help you manage your health and wellbeing. Download it from: www.onesmallstep.org.uk/



NHS Live Well gives advice, tips and tools to make the best choices about your health and wellbeing. Visit: <https://www.nhs.uk/live-well/>

How Are You? Take a quiz to find out your healthscore! <https://www.nhs.uk/oneyou/how-are-you-quiz/>