

Games Afternoon for Seniors

Cards, Dominoes, Scrabble, Traditional and Modern Board Games. Chulmleigh Town Hall 3pm to 5pm, 13 December 2017. More dates to follow. Tea, cakes and plenty of chat! For more information call Maryon: 01769 580967 or Holly: 01769 580137.

Forget Me Not Café, Okehampton

For people with memory problems and their carers.

Come and meet us, have a cup of tea, cake and a chat with others that are in a similar position, in an accepting and friendly environment.

Refreshments are provided free of charge.

There is usually a complementary therapist on hand to give short therapy sessions and professionals that you can talk to if you wish.

The Café meets on the last Tuesday of each month, 2pm to 4pm at the Glen, Community Room, Castle Road, Okehampton, (except December). For further information call Lynn: 01837 53397 or email: lynn.lane397@btinternet.com

Forget-Me-Not-Friends, Winkleigh

The group provides the opportunity for people to meet informally in a relaxed atmosphere. Health and Social Care staff are often on hand to provide information and to offer support.

We meet at the Winkleigh Community Centre, 2pm to 4pm, first and third Wednesday of every month.

For more information contact Anne Balcomb: 01837 83390.

Wallingbrook Health Group

Chulmleigh • Winkleigh
www.wallingbrook.co.uk

Autumn/Winter 2017

Any questions? Telephone 01769 580295



Seasonal Flu Vaccination

Wallingbrook Health Group offers patients the seasonal flu vaccination.

Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus.

Studies have shown that flu vaccines provide effective protection against the flu, although protection may not be complete and may vary between people. Flu strains change over time. Therefore, new vaccines are made each year and people at risk of flu are encouraged to be vaccinated every year.

Wallingbrook Health Group offers the flu vaccination to people over 65 years of age and those in at-risk groups is to protect them from catching flu and developing serious complications. These people are at greater risk of developing serious complications if they catch flu. To make an appointment for your flu vaccine or to enquire about your eligibility for it please contact us on 01769 580295.

Welcome to Adam Zawadzki

Advanced Practice Physiotherapist at Wallingbrook

Adam is employed by the Royal Devon and Exeter Hospital and will be working at Wallingbrook on Mondays for a period of 6 months while he carries out a trial of providing musculoskeletal physiotherapy slightly differently. Appointments with Adam may be by telephone or face to face. He will focus on managing more acute conditions quickly by carrying out in-depth assessments, providing advice and treatment with injection therapy if needed. Adam is able to refer for x-rays and make onward referrals to other services.

Practice Pharmacist Karen Acott

Karen is part of the clinical team. As practice pharmacist she is trained to work directly with patients. Karen has detailed knowledge about drugs and their effects, and because Karen has extensive experience with patients, she routinely prescribes medications and monitors patients. Among other tasks, Karen provides routine clinics to address patient concerns, diagnosing potentially untreated minor illnesses/conditions, consults with the patient on the effects of the drugs, and supports patients with their prescribed drug regimes.

Historically, the fundamental role of pharmacists as a healthcare practitioner was to distribute drugs to doctors for medication that had been prescribed to patients. In more modern times, pharmacists advise patients and healthcare providers on the selection, dosages, interactions and side effects of medications and act as a learned intermediary between a prescriber and a patient. Pharmacists monitor the health and progress of patients to ensure the safe and effective use of medication.

More recently, some pharmacists have independent prescribing qualifications and are able to provide improved access to medicines. Many of these pharmacists are referred to as clinical/hospital pharmacists when they work in hospitals supporting consultant teams but are increasingly found in GP surgeries supporting the primary healthcare team, where they are commonly known as practice pharmacists or pharmacist practitioners (usually when they have prescribing rights).

At Wallingbrook, all patients are encouraged to speak to the pharmacist who will be able to help with medication queries, shortage of medicines, medication reviews, discharge medication and chronic disease information. The pharmacist will always liaise with your GP directly if there are complex issues that require GP input.

Staff Joiners

We would like to welcome Emily Perkins and Victoria Easton to the Wallingbrook team. Emily and Victoria have joined the team as Patient Services Advisors.

Wallingbrook Patient Participation Group

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.

A PPG consists of voluntary patient representatives and practice staff who meet regularly to consider improvements in healthcare service provision supplied by the practice to patients.

The aims of the group are to:

- provide feedback on patients' needs, concerns and interests.
- challenge the Practice constructively, whenever necessary.
- represent patients' opinions, good or otherwise, to the Practice and help the patients to understand the Practice's viewpoint.
- undertake projects or reviews to enhance the performance of the Practice in the community.
- ensure a consultation process is built into new initiatives or change, so there is a reasonable time for genuine feedback from the PPG and community prior to implementation.

Keep Antibiotics Working Campaign

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

Remember if you're feeling unwell antibiotics aren't always needed.

Take your doctor or nurse's advice when it comes to antibiotics.



Travel Vaccinations

We are able to offer specific vaccinations for your travel requirements, that are free on the NHS namely, diphtheria, tetanus and polio combined vaccine, hepatitis A and typhoid, subject to availability.

Prior to travel, you will need to ascertain which vaccinations are required for your trip abroad and you can locate this information from www.fitfortravel.nhs.uk. However, if you do not have access to the internet, please contact our Patient Services Team and they will print off the relevant information for you. If you require any of the vaccinations outlined above, then make an appointment with one of our Practice Nurses, which should be at least 4 weeks prior to travel.

For your information, we no longer prescribe malaria prophylactic tablets. These can be obtained through private travel clinics and larger supermarkets with pharmacies, such as Tesco. For any other vaccinations you need, that are not available on the NHS, you will need to arrange these privately. Here is a list of private travel clinics:-

Travel Health Consultancy, 22 Southernhay West, Exeter, EX1 1PR

Tel: 01392 430590, Website: www.travelhealthconsultancy.co.uk

MASTA, Alphington, 25 Ide Lane, Alphington, EX2 8UP, Tel: 0330 100 4200, www.masta-travel-health.com

Tesco, Crediton, Well Parks, Crediton, Devon, EX17 3PH, Tel: 0345 671 9454, Website: www.iopeningtimes.co.uk/Tesco/Crediton

Wasted Appointments

We are still experiencing a high number of patients not attending booked appointments but are pleased to report that the current trend is improving. These appointments are irretrievable; other patients could be seen. The effect of this is patients are waiting longer for routine appointments. Using Wallingbrook's messaging service you can cancel your appointment 24 hours a day via text or email. The summary below shows the number of appointments missed:

June: 117, July: 125, August: 82, September: 97, October: 81.

Staff Leavers

We would like to thank Andrea Collins, Charlotte Radford, Julie Webber, Sam Bunton and Amy Howes for all their hard work and dedication to Wallingbrook Health Group. We wish them the best of luck for their future careers.

Bank Holiday Closures

We will be closed on Monday 25 December, Tuesday 26 December 2017 and Monday 1 January 2018.



Staff Training/Closure Dates

The Chulmleigh and Winkleigh surgeries will be closed for staff training on the following dates and times. We apologise for any inconvenience. Should you require urgent same day attention please phone 111.

Date	Chulmleigh Surgery	Winkleigh Surgery
Thursday 21 December		Closed 12.30pm to 2.30pm
Thursday 18 January		Closed 12.30pm to 2.30pm
Wednesday 31 January	Closed for the afternoon from 12.30pm	Closed for the afternoon from 12.30pm
Thursday 22 February		Closed 12.30pm to 2.30pm
Thursday 22 March		Closed 12.30pm to 2.30pm

Why we ask for appointment information

The Patient Services staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'.

Patient Services staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

The Patient Services Team are asked to collect some brief information from patients to:

1. Help doctors prioritise house visits and phone calls
2. Ensure that all patients receive the appropriate level of care
3. Direct patients to see, where appropriate, the nurse or other health professional rather than a doctor

Patient Services Staff, like all members of the team, are bound by confidentiality rules.

Life-threatening emergencies - when to call 999

Patients are asked to call 999 in a medical emergency when someone is seriously ill or injured and their life is at risk. Medical emergencies can include:

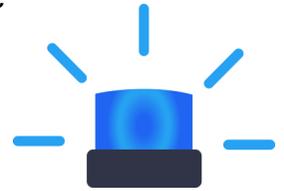
- loss of consciousness
- an acute confused state
- fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds



Call 999 immediately if you or someone else is having a heart attack or stroke. Every second counts with these conditions. Also call 999 if you think someone has had a major trauma. Major trauma is often the result of a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

Symptoms of a heart attack can include:

- chest pain – the chest can feel like it's being pressed or squeezed by a heavy object, and pain can radiate from the chest to the jaw, neck, arms and back
- shortness of breath
- feeling weak and/or lightheaded
- overwhelming feeling of anxiety



It's important to stress that not everyone experiences severe chest pain; the pain can often be mild and mistaken for indigestion. It's the combination of symptoms that's important in determining whether a person is having a heart attack, and not the severity of chest pain.

A stroke is a serious life-threatening medical condition that occurs when the blood supply to part of the brain is cut off.

Strokes are a medical emergency and urgent treatment is essential.

The sooner a person receives treatment for a stroke, the less damage is likely to happen.

If you suspect that you or someone else is having a stroke, phone 999 immediately and ask for an ambulance.

Symptoms of a stroke

Remember the main symptoms of stroke with the word **F.A.S.T.:**

Face – the face may have dropped on one side, the person may not be able to smile, or their mouth or eye may have dropped.

Arms – they may not be able to lift both arms and keep them there because of weakness or numbness in one arm.

Speech – their speech may be slurred or garbled, or the person may not be able to talk at all despite appearing to be awake.

Time – it's time to dial 999 immediately if you see any of these signs or symptoms.

