

Wallingbrook Health Group

www.wallingbrook.co.uk



Spring 2016

Any questions? Telephone 01769 580295.

Changes at Wallingbrook Health Group (WHG)

Following NHS England's decision to close Okement Surgery on 29 April there will be several changes within Wallingbrook Health Group.

GP Partners

Dr Griff Thomas will be leaving at the end of April. He is moving to a GP surgery closer to his home. We wish him well in his new post.

We have three new partners joining WHG. We welcome Dr Liz Wilson-Smith and Dr Deepun Gosrani, who many of you will know, and also Dr Rhiannon Starks who has provided many locum sessions over the last two years.

Staff Leavers

We are sorry to see our very experienced staff members leaving and we wish the following the best of luck for the future: Tracy Bradfield, Nigel Browne, Tracey Bullingham, Yvonne Gerry, Julie Guest, Sarah Holmes, Rob Scott, Tracy Steele and Christine Tucker.

Staff Joiners

We welcome Charlotte Vinnicombe (Healthcare Assistant), Karen Povey (Patient Services Advisor) and Andrea Collins (Patient Services Advisor) to our WHG Team.

Telephone Options

01769 580295

Welcome to Wallingbrook Health Group. If your life is at risk, please hang up and dial 999, calls are recorded for quality and training purposes. **For appointments and enquiries press 1** **For repeat prescriptions press 2**

Press 1 Options

(Main Menu—For appointments and enquiries)

- For a same day appointment with a GP or any appointment with the Nursing Team **Press 1**
- To arrange a routine appointment with your usual GP **Press 2**
- For medicine enquiries **Press 3**
- For other enquiries **Press 4**
- To hear these options again **Press 0**

Press 1

- To speak to Dr Guildford or Dr Wilson-Smith's Secretary **Press 1**

Press 2

- To speak to Dr Sherlock or Dr Wielink's Secretary **Press 2**
- To speak to Dr Burke or Dr Gosrani or Dr Starks's Secretary **Press 3**
- If you are unsure of your usual GP's name **Press 4**

Press 2 Options

(Main Menu—For repeat prescriptions)

This is the repeat prescription order line only. To order a repeat prescription for Chulmleigh, Winkleigh or Dolton, after the tone please state full name, date of birth, the medication you require and where you would like to collect it from.

Press 3

Please wait whilst we connect you

Press 4

Please wait whilst we connect you

Other Changes

We will have a new Patient Care Coordinator (PCC) role within WHG. The role has been created to assist patient communication with their GP. PCCs may phone patients to monitor progress after an appointment or hospital discharge. The coordinators will be responsible for referrals and assisting their GP with continuity of care work. The PCCs for the GPs are:

Jess Powell - Dr Wielink and Dr Sherlock
Sarah Rowley - Dr Burke, Dr Gosrani and Dr Starks
Sam Bunton - Dr Guildford and Dr Wilson-Smith

Winkleigh Opening Times

From 1 May Winkleigh Surgery will be open 8.30am to 6pm Monday to Friday, closed 1pm to 2pm for lunch.

Telephone System

To support the PCC role we have made minimal changes to the telephone system to ensure patients can directly contact the GP's Patient Care Coordinator. We have provided a quick user guide overleaf to help patients.

Same Day Team

The Practice has a system for Chulmleigh Surgery to assist with same day appointment demand, ensuring that patients with a same day need can be seen in a timely manner and will be prioritised on the basis of need.

Clinics are designed for new urgent problems, not on-going conditions. Telephoning the surgery for an appointment will enable the Patient Services Team to advise you if the problem is suitable for this service. Patients will be told what time to arrive. There can be up to a 2 hour wait during busy periods. You will not be able to choose which Clinician you see. From 1 May this service will be extended to 5 days a week.

HANDi App

There is a new mobile app that will give you up-to-date advice about common childhood illnesses and how to treat them. It's called the HANDi Paediatric app and it is available to download for free onto any Apple or Android smartphone or tablet.



It has been developed by paediatric consultants and will give you access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care concerns. The app contains information about when and how to ask for help, along with what to expect when your child is being assessed.

The conditions covered are: diarrhoea and vomiting, 'chesty baby' illnesses, such as bronchiolitis, asthma and croup, 'chesty child' illnesses, such as wheezing and asthma, high temperature, abdominal pain and common newborn problems.

Online Services

SystemOnline makes booking appointments, requesting medication and sending messages to the surgery easy. You can login without waiting for the surgery phone lines to open. You can also now access detailed coded information regarding your health records, i.e. information that is held in a coded form within your medical record. To access your detailed information please visit the surgery.

The Forget-Me-Not Friends, Winkleigh

Winkleigh Forget-Me-Not Friends is a group which meets on the first Wednesday of every month from 2pm to 4pm at the Community Centre. They provide tea, cake and a friendly atmosphere. Everyone is welcome, especially people affected by memory loss and their carers and those who suffer from rural isolation. Special events in the past have included poetry sessions, pets as therapy, tasting exotic fruit, massage and two outings to Rosemoor. Anyone who would like more information or would like a lift to the Community Centre please contact Trish at patriciab@torrage.org.uk or on 01237 459337. Supported by Taw & Torridge Caring and TTVS.