

## 2019 AUTUMN NEWSLETTER



We're open longer so you can get the help you need more easily.

HELP US HELP YOU  
WHEN YOU NEED IT

Appointments are available beyond the regular hours of 8am and 6pm in many ways.

### Early Morning Appointments

Between 7.30am and 8am on some weekday mornings. Speak to reception or look online for days that suit you.

### Evening and Weekend Appointments

As a registered patient at Wallingbrook Surgery, you can contact anyone of the participating practices found at [www.middevonhealthcare.co.uk](http://www.middevonhealthcare.co.uk). Once there you will find a calendar that shows which surgery to contact for a specific day. The website shows the phone number, the address and a link to the surgery website so you have all the information you need to book in one place.

### Consult Online



If you want advice from your doctor, need to request a sick note or test results but not sure you need an appointment, go online and get a response before the end of the next working day or sooner:

1. Go to our website [www.wallingbrook.com](http://www.wallingbrook.com)
2. Click on the link to eConsult
3. Complete a simple form about your problem or write your request
4. Your GPs decide on the best treatment for you
5. The practice calls you or emails you with advice, a prescription or an appointment

### Self Care Week

During Self Care Week we would like to remind you that it is important to look after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercises, or even down to managing simple conditions such as headaches, colds and flu, or living with a long-term health problem, such as COPD, asthma, kidney disease or diabetes.



Staying healthy is important for everyone, particularly if you are living with a long-term condition. This means eating healthily, exercising regularly, quitting smoking and drinking in moderation.

Some health conditions such as sprains, colds and coughs can be treated at home or with advice from a pharmacist without a trip to the GP or A&E. The NHS 111 website, NHS app or phoning 111 are all good places to get advice.

Factsheets are available online to provide you with information about what you can expect to happen, how you can help yourself, what 'red flags' to look out for and where to find further information. Find more at [www.selfcareforum.org/fact-sheets](http://www.selfcareforum.org/fact-sheets).

### Continuity Counts

Wallingbrook Practice is taking part in a project aimed at finding ways to improve continuity of GP care. A seminar will be hosted by us on Thursday 5th December 2019 at 2pm. All are welcome to come to share your own views and experience.



### Health and Wellbeing Coach

We welcome Paula Martin who is a Health and Wellbeing Coach to Wallingbrook on a weekly basis from Wednesday 6th November 2019. She can provide support for patients with a range of tools from helping making contacts in the community to sessions on achieving goals. If you think you could benefit from this service speak to your GP for a referral.

## Patient Participation Group (PPG) News

### Walking Groups

Ready to come for a short walk? People needed to help set up local walking groups. An initial training session is on Thursday 21 November, more details and information available soon. If interested contact [wallingbrookppg@gmail.com](mailto:wallingbrookppg@gmail.com).



### Join the PPG

Would you like to be part of shaping the Practice, looking out for the wellbeing of your community, if so then you should join us at the Wallingbrook Health Group Patient Participation Group.



For more information or to join the Group please email us at [wallingbrookppg@gmail.com](mailto:wallingbrookppg@gmail.com).



**NHS**

**Do you have?**

- heart disease
- kidney disease
- liver disease
- diabetes
- COPD (e.g. bronchitis or emphysema)

Flu can be serious and lead to hospitalisation. Ask about a free flu jab today.

**HELP US HELP YOU**  
STAY WELL THIS WINTER

nhs.uk/flu vaccine

### Flu Clinic 2019

The flu vaccination clinics started in October and will continue on through to early December. Our flu clinics have started later than usual this year due to a delay in the supply of vaccines for the under-65s at risk group.

If you are either over 65, pregnant, have a young child between 2 and 3 or have a long term health condition, call today to book an appointment in one of our clinics.

### Dementia Support Worker

From November we are delighted to welcome Alex Mucha, a Dementia Support Worker from the Alzheimer's Society. Alex is now providing a monthly clinic at Wallingbrook between 9.30am and 1pm on the first Wednesday of each month.

Alex can provide support for patients who have been referred to Memory Service, even if you haven't had your appointment yet, she will also provide advice on where to go for assistance, benefits, lasting power of attorneys and where to find local support groups.

Should you wish to make an appointment please contact reception or speak to your GP.

### Food Bank/Vouchers

Anyone can reach crisis point and that's why food banks are there to help. Northern Devon Food Banks are available in Barnstaple, South Molton, Bideford and Ilfracombe.

There are also smaller locations that also offer the same service, such as The Ark in Lapford, it's not exclusive to Lapford residents and can be used by anybody with a need. If you are unable to get there they can also arrange for a delivery.

Our Wallingbrook location also holds a limited number of emergency parcels which can be accessed during open hours. If you need help please speak with one of our Healthcare Professionals who can provide you with a food bank voucher.

### Recycle your Inhalers

'Breathe new life into your old inhalers'

73 million inhalers are prescribed each year in the UK with 58% of them ending up in general household waste. These cannot be recycled within the local recycling program due to the gas canister, so an initiative called 'Complete The Cycle' was started to help reduce CO<sup>2</sup> emissions and has currently taken the equivalent of 5,199 cars off our roads.



Our Dispensary is proud to be part of this scheme and encourages you to bring your old or expired inhalers to us either at Winkleigh or Wallingbrook. If you require more details please speak to a member of staff or go to [www.completethecycle.eu](http://www.completethecycle.eu).

### Cervical Screening

Did you know that cervical screening can be booked at the locations below, in addition to Wallingbrook Health Centre and Winkleigh Surgery?

Devon Sexual Health 0300 303 3989	Clinics held in Barnstaple, Bideford, Holsworthy and Ilfracombe
New Valley Medical Practice, Newcombes, CREDITON 03333 42988	Saturday and Sunday Clinics
Royal Devon & Exeter Hospital, Barrack Road, Exeter, EX2 5DW	Drop in Clinics Tuesday 6pm - 8pm Wednesday 2pm - 4pm
North Devon Hospital Pether Ward, Ladywell Unit Barnstaple	Drop in Clinic Tuesday 5.30pm - 7.30pm
Tiverton Hospital, Kennedy Way, Tiverton, EX16 6NT	Drop in Clinics Wednesday 5.30pm - 7.30pm

### Month of Birth Reminders (MOB)

Previously all patients with repeat medication would be invited to attend a MOB review. From November 2019, a clinician (GP or Pharmacist) will review the medication of patients due a MOB. The clinician will determine if each patient needs a face to face review, a telephone call review or may not need a yearly review at this time, based on the type of medication prescribed and whether the patient has recently been reviewed by the GP or a specialist.

At any time a patient is welcome to make an appointment to discuss their medication.

### Staff Leavers and Joiners

We would like to welcome  
 Clare Drew (Data and IT Admin Assistant)  
 Philippa Watson (Patient Services Advisor)  
 Erika Patterson (Business Services Administrator)  
 Tanya Godfrey (Dispenser) and  
 Karen Short (Practice Nurse) to the Wallingbrook Team.

