

# HONITON SURGERY NEWSLETTER

## Summer 2006

### New Partner

From the 1<sup>st</sup> July 2006 Dr Suzanne Ingram will be joining us as a new partner. Dr Ingram will be working as a half time partner working Monday mornings and Thursday and Friday all day. Dr Ingram graduated from Cambridge in 1990 and has moved to us from Cullompton. She is married with 3 children. We feel very lucky that she is joining our team. Dr Ingram will ultimately be working as a job share with another half time partner in a similar capacity to Drs Fiona Short and Janet Ward do now.

### Changing Working Patterns & Changing GPs

Dr Barber and Dr Courtney are now working three-quarters time. As they have cut the number of clinical sessions they are offering we would like to ask whether there are any patients that would like to change their registered GP from Dr Courtney or Dr Barber to Dr Ingram. If you would like to do this then please complete the form at the bottom of this newsletter and post it in the allocated box in the waiting room.

### Dr Sarah Evans

Dr Sarah Evans is taking a mini sabbatical from 23<sup>rd</sup> July – 15<sup>th</sup> September 2006 and will be on leave until the beginning of October 2006. She is looking forward to spending time with her 2 children and making good use of their new 1970 VW Campervan!! She hopes to return refreshed after some time out. She has arranged for Dr Paul Lovell to cover her time away.

### New Building Plans

The final draft of the surgery extension has now been approved and they will be displayed in the waiting room for your attention. As you will see this will dramatically increase the amount of space that we will have available and help us to continue to improve the service that we offer. We aim to have planning approval by the end of the summer and hope to start the building work towards the later part of this year or early 2007.

### Waiting Room

Every effort is being made to improve the environment in which you are seen. We have acted on the comments that we received from the Improving Practice Questionnaire and altered the music that is being played whilst you are waiting. We hope that you will find it more peaceful and relaxing.

### Choose and Book

This is a new national service which allows patients, in consultation with their GP, the opportunity to choose the hospital or clinic they would like to be seen at, and the facility to book an appointment themselves.

From the beginning of June the surgery began operating a system of Choose and Book.

Patients will continue to discuss choice(s) of hospital/clinic with their GP where that is applicable, and be offered the opportunity to book that appointment themselves. To do that the surgery Referrals Co-ordinator will send them an appointment request letter which lists suitable hospitals/clinics where they are available, together with a reference number and password which patients will need when they book their appointment.

Appointments are made by ringing a dedicated appointments line.

### Honiton Minor Injuries Unit

As most of you will be aware Honiton has the good fortune of having a dedicated team of nurses running the MIU supported by GPs from the practice and Devon Doctors during out of hours (6pm – 8am). This service is available 24 hours a day for the treatment of minor injuries and ailments that have occurred within the past 5 days. No appointment is needed, but a prior telephone call to Devon Doctors when out of hours would be helpful.

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### CHANGE OF GP FROM DRs BARBER OR COURTNEY TO DR INGRAM

Full Name:.....

Date of Birth:.....

Full Address: .....

I hereby give you permission to change registration of GP from .....to Dr Ingram

Signed:.....

Date: .....

## **Travel Clinic**

We have 2 dedicated travel clinics that run on a Monday afternoon and Thursday mornings. Remember to plan ahead as for some countries several immunisations are required. Please fill in the travel questionnaire and make an appointment at least 6 weeks prior to travelling. If you are planning to travel for more than 6 months please make an appointment at least 3 months ahead of your departure.

## **News from the Patient Group**

Several meetings have taken place of the Patient Group which consists of 8 patients and 5 members of the surgery staff. The Group gives an excellent opportunity for the staff, doctors, nurses and administrative staff to hear directly from patients about their suggestions and concerns on the way patients are received and their non medical needs met. Recent topics have included helping patients with a hearing loss, bereavement counselling and the plans for extending the practice building. The Group meets quarterly and your queries and suggestions will be welcome. There is a "Suggestions Box" already in place in the surgery but you might feel more comfortable discussing your concern or suggestions with one of the Patient Members of the Group. You can call:-

Mrs Val Royle – 01404 44463  
Mrs Meg Pipe – 01404 850855  
Mr Alf Boom – 01404 548745

They will be pleased to hear from you. One topic which will be sure to be discussed in the near future will be the impact in the way the NHS Services are being reorganised locally.

## **Are You A Carer**

Definition: *"Someone who has taken on the responsibility for a person who needs physical care, emotional support, or commitment to maintain life at home with their family due to*

*disability or illness."* There is a Carers Support Scheme available – Please ask at reception for a leaflet.

## **TRIP**

TRIP Community Transport Association provides :-

- Direct Administration for two voluntary car services
- A disabled accessible vehicle service for the whole community, transporting wheelchair bound people to the local social services daycare centre and for medical appointments or for trips out.
- Honiton Shopmobility wheelchair and electric scooter hire
- A school transport service for a special school in Honiton
- A school meals delivery service for three local schools
- Honiton Ring & Ride Service
- Ambulance Car Service for patients in East Devon, enabling them to book transport to attend appointments in Exeter and East Devon hospitals
- Administration of the YETI Project – a moped loan service for rurally isolated young people enabling them to access training and employment

The office is open 5 days a week. In 2005 over 21000 transport bookings were made through this office.

TRIP Community Transport Association can be contacted at 29/31 New Street, Honiton, EX14 1HG or phone on 01404 46529, email to [trip.cta@virgin.net](mailto:trip.cta@virgin.net). We are a Registered Charity and a company limited by guarantee.

## **Please Note**

Please can patients be careful when dialling the surgery as we have had a patient advise us that messages are being left on his business answerphone causing him great inconvenience. The surgery number is **01404 41141**.