



# HONITON SURGERY NEWSLETTER

## Autumn 2008



### **Honiton Surgery Extension – Progress Report**

Yes the roof is meant to be green! Many patients have enquired about the roof. It is a modern synthetic covering guaranteed for 25 years and easy to repair if necessary. The building is on schedule and we are planning to move in the administrative staff and Lloyds Pharmacy over the Christmas period and open the extension around 19<sup>th</sup> January 2009. This will mark the end of phase one. Patients will enter through the new entrance and be able to enjoy the new waiting room.

However, there is more work to do in phase two. This will involve shutting down the old reception and waiting room, the old Lloyds Pharmacy and the south corridor in order to redesign and refurbish all of these rooms. After this side is complete the north corridor and old treatment room will be shut down and refurbished. Obviously there will be some inconvenience and noise but we should be finished round May 2009. Dr Suzanne Ingram, Dr Beth McCarron-Nash, the Duty Doctor and some of the nurses will still be working at Honiton Hospital so please make sure you know where your appointment is to be held.

### **Flu Vaccinations**

Flu clinics have now been set up and commence at the beginning of October. There are sessions being offered during the week and every Saturday during October. Flu vaccinations are provided free on the NHS each year for people suffering from certain medical conditions or all of those over 65 years old. The groups of people eligible are those aged over 6 months with:-

**Chronic Breathing Problems (for example asthma where steroid inhalers are needed)**

**Chronic Heart Disease (for example previous heart attack)**

**Chronic Liver or Kidney Disease**

**Diabetes where medications are needed**

**Reduced Immunity (for example if you have had your spleen removed or take steroid medication)**

**HIV Infection**

**Those who are the main carer of an elderly or disabled person whose welfare may be at risk if the carer falls ill.**

If you do not fall within one of the NHS target groups for free flu vaccination but would like to receive one if there are any left over after the at risk patients have all been vaccinated it may be possible for you to book an appointment, please ask at reception for further details.

Please make your own appointments at reception, you don't need to wait to be called in.

### **Car Parking – Honiton Hospital Renal Unit**

We have been asked by the hospital to request that patients who are attending the hospital for an appointment with one of the surgery staff to please make sure that you park in the hospital car park and do not use the new parking spaces located next to the new Renal Unit (by the main entrance to the hospital), as these have been designated for use of Renal Unit patients only.

### **Repeat Dressings**

If you are due to attend the treatment room for a dressing to be changed and the nurse informs you that you need to attend for a repeat dressing the nurse will now try and find you an appointment whilst she is dealing with you. If she is unable to make you an appointment she will refer you to reception who will book an appointment for you.

### **Medical Students**

Every year the surgery accepts medical students from the Peninsula Medical School in Exeter for teaching placements. This year we are taking six 2<sup>nd</sup> year students, three 3<sup>rd</sup> year students and two 5<sup>th</sup> year students. The 2<sup>nd</sup> year students will be here on various days between October 2008 and June 2009. The 3<sup>rd</sup> year students will be at the surgery from Tuesday to Friday on weekly attachments between September 2008 and June 2009. The fifth year students will be here for 6 week blocks between November 2008 and March 2009.

The 2<sup>nd</sup> and 3<sup>rd</sup> year students will be sitting in with the doctors and nurses clinics during their time at the surgery and posters will be displayed in reception informing you of when and who they will be sitting in with. The students are here to gain clinical experience which is an essential part of their learning. However, if you would like a private consultation with the doctor or nurse please notify reception. Please also feel free to ask the student to leave the room at any point during your consultation.

## Patient Volunteers

The 2<sup>nd</sup> year medical students are required to carry out supervised examinations of patients. This is an essential part of their training. If you would like to volunteer to help us with this we would be very grateful. Please contact Jan Daly at the surgery for further information.

## Appointments

Over a 3 month period (1<sup>st</sup> July 2008 to the 30<sup>th</sup> September 2008) **16493** appointments were made available for patients to see their GPs, Treatment Room Nurse or an appointment for a blood test. **921** of these appointments were lost due to patients not attending for their appointment, these are broken down as follows:-

	<b>Appts Offered</b>	<b>Appts Missed</b>
<b>GP</b>	<b>10788</b>	<b>509</b>
<b>Treatment Room</b>	<b>2346</b>	<b>183</b>
<b>Blood Tests</b>	<b>3359</b>	<b>229</b>

Please can you inform us if you are unable to keep the appointment that you have booked.

## Extended Hours

This has now started. The surgery is now offering early morning and late evening appointments for those patients that work or are unable to attend at normal surgery times. These extra surgeries are as follows:-

Monday	– 07.30 – 08.00 (at the surgery)
Monday	– 18.30 – 20.00 (at the hospital)
Tuesday	– 18.30 – 20.00 (at the hospital)
Wednesday	– 18.30 – 20.00 (at the hospital)
Thursday	– 18.30 – 20.00 (at the hospital)

## Honiton Surgery Patient Group

Honiton Surgery has an active Patient Group who meet regularly with members of staff at the surgery to discuss current issues. If you have any queries, concerns or feedback (positive or otherwise) please do not hesitate to contact one of the members listed below, they will be pleased to hear from you:-

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