



HONITON SURGERY NEWSLETTER

Christmas 2008



Staff Changes

Dr Beth McCarron-Nash will be leaving us in January for personal reasons. She is keen to return home to Cornwall to be nearer her mother. Dr McCarron-Nash has been elected as a National GP negotiator, and is keen to find the best child care for her son and also wishes to start his school career in Wadebridge. We wish her all the best for the future.

Dr Jennie Button has been working as Dr Barber's locum and will be taking Dr McCarron-Nash's place, as a job share with Dr Ingram. Dr Button has moved down to Devon from Leeds and has been working in the practice since May 2008. We look forward to her joining our team on a permanent basis.

Dr MacLachlan will be taking over as Dr. Barber's locum as from January 2009. She has been working in a similar practice in Tiverton. We are looking forward to working with her.

Honiton Surgery Extension – Progress Report

Progress to date – the first phase of construction programme is on time and is due to be handed over on 19th December. The first administrative staff will be going in on 15th December (slightly earlier than the main hand over) and over the following few days up until the 19th December admin staff will gradually take occupancy of some of the rooms upstairs.

Works to the external area of the car park and entrance will continue up until the first two weeks in January, so the actual building will not be open to the public until Monday the 19th January 2009.

The entrance on Haydons Lane will continue to be used up until end of play on Friday 16th January. The Pharmacy and new Reception Area will become live over that weekend and the public will, as of Monday 19th January 2009, use the entrance from the hospital side which will become the new main entrance. Unfortunately there will be no car parking available initially due to the builders' compound still being in this area.

Phase 2 – from January 19th when the main building is open, part of the existing building will shut off for the Phase 2 works. This will all be cordoned off so public access will be from the new reception area following the corridors to the rooms as necessary. The Phase 2 works are split into two parts. The initial part will alter the reception area, the old pharmacy and upgrade the existing consulting rooms on the Haydons Lane side of the building and will take approximately three months to complete. Access for the builders will be via the front door which is being used at the moment from Haydons Lane.

The builders' compound will remain in the car park area on the hospital side. On completion of Phase 2a, the aforementioned consulting rooms will become live, the corridor arrangement will be altered and the remaining consulting rooms on the Hospital side of the building will be refurbished. This phase is due for completion around the end of May 2009 at which point the car park will be complete and the external works will be finished leaving a completed job.

Treatment of Warts & Verrucas

Warts are small rough lumps on the skin caused by a virus. Verrucas are warts that occur on the soles of the feet. There is no need to treat these if they are not causing any problems. Without treatment 3 in 10 warts will go in 10 weeks and the rest will go in 1-2 years. They will not cause scarring. They can be treated but treatments are time consuming and can be painful.

Treatments include:

- Topical paints and lotions which can be bought from a chemist
- Covering with duct tape
- Freezing treatment.

We have now decided that we will no longer be offering freezing treatment for warts as a matter of routine at the surgery. This is because:

- Warts are harmless and will resolve on their own
- Using topical paints, lotions and tapes is equally effective, although may take a bit longer.
- Freezing can be very painful especially for children.
- To clear a wart it may take up to 4 freezing sessions, which means a lot of GP time. We feel that this time could more appropriately used.

We are producing a detailed leaflet about the treatment of warts which can be obtained from the surgery and from our website. This will include information about causes, methods of treatment and answers to frequently asked questions about whether warts are contagious and if people can swim with warts. We will still continue to offer a freezing service for a small minority of people who need treatment because they have a poor immune systems or for other conditions such as solar keratoses.

In future if you have a wart or verruca please ask our receptionists to give you our information leaflet or look on our website www.honitonsurgery.org

Improving Practice Questionnaire

It is the intention of every member of our team to provide you with the best possible service. To do this we annually undertake the Improving Practice Questionnaire (IPQ) which initially involved feedback from our patients. The data collected is discussed at various meetings including our Patient Group to help us improve the service we offer.

Suggestions Box

If you have any comments or suggestions about how we can improve the service that we provide please feel free to put your comments in the suggestions box in the waiting room. Alternatively if you would feel more comfortable discussing your comments or suggestions with one of the members of the Honiton Surgery Patient Group please call:-

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

They will be pleased to hear from you.

Patient Group

The Group meets quarterly and your queries and suggestions are always welcome. There is a "Suggestions Box" already in place in the surgery. If you would prefer you can contact members of the Patient Group directly. Various contacts are:-

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

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Deep Vein Thrombosis Clinic (DVT)

We now have a new service for patients with suspected Deep Vein Thrombosis to be able to have an ultrasound scan locally at Sidford Surgery, this commenced on 1st December 2008.

This new service has been set up by local GPs to help improve access and availability of scans for patients. Currently patients attend the Walk in Centre in Exeter. East Devon GPs hope this move will lead to an improved service with reduced waiting times at a location closer to home.

Zero Tolerance

There have been a number of incidents over the last month regarding patients being verbally abusive to staff. Our staff are extremely busy and do their very best under sometimes difficult circumstances. Please note once more that Honiton Surgery operates a '**Zero Tolerance Policy**' which will be put in place in these instances. A copy of this policy is displayed on the reception front desk and on the wall facing you as you come in through the main entrance.

Appointments

Over a 2 month period (1st October 2008 to the 30th November 2008) **11809** appointments were made available for patients to see their GPs, Treatment Room Nurse or an appointment for a blood test. **676** of these appointments were lost due to patients not attending for their appointment, these are broken down as follows:-

	Appts Offered	Appts Missed
GP	8010	376
Treatment Room	1673	147
Blood Tests	2126	153

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

The GP Patient Survey

Some patients registered at this surgery will soon receive a questionnaire about their experiences of local health services.

The survey covers issues that concern patients, such as access to care and satisfaction with treatment.

If you receive a questionnaire, please fill it in and send it back as soon as you can.

It is really important that we hear your views, even if you have received a questionnaire like this before. Your response will help to improve the services that are provided for patients.

We would like to wish all of our patients a very happy
Christmas and a happy and healthy New Year

From all of the Doctors, Nurses and Staff at Honiton
Surgery