

HONITON SURGERY NEWSLETTER

WINTER 2010

ARE YOU A CARER?

"A carer is someone who, without payment, provides support to a spouse, partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability"

Honiton Surgery is now a designated pilot site for Carers Health & Wellbeing Checks. This means we will receive (time limited) funding from the Department of Health to provide one hour Health & Wellbeing checks for our patients who are also carers. Key staff have now completed their training and we are ready to start offering these checks. One of the aims of the project is to identify hidden carers, those people who care for their relatives without realising the support they can access, as well as ensuring that they are taking care of their own health. Vascular checks will be offered to carers aged between 40 and 75 who have not had their cholesterol checked in the previous 3 years. Carers UK have identified that carers providing high levels of care are more than twice as likely to suffer from poor health, whilst 52% of carers providing substantial care have been treated for a stress related disorder. We will be officially launching the project here at Honiton Surgery the week beginning 22 February.

IF YOU ARE A CARER AND WOULD LIKE TO BOOK FOR YOUR FREE HEALTH & WELL BEING CHECK, PLEASE TALK TO A MEMBER OF OUR STAFF.

NEW COMPUTER SYSTEM

In order to improve our service in the long term, Honiton Surgery will be changing their clinical computer system during the week 3-7 May 2010. This will require a great deal of planning to ensure the changeover goes smoothly. Please be understanding that we may not be able to book any advance appointments after the end of April until the new system is fully installed and working. Whilst it is still in the planning stage, we anticipate that we may have to limit the type of appointments we can offer during that week. We will of course keep you informed as the time gets closer.

TRIP

Did you know that you can now access disability living aids and incontinence pads at your local TRIP office. There will be a charge for these items, but as TRIP can purchase in bulk, they should work out cheaper. Also wheelchairs/mobility scooters can be rented through them.

Contact them on 01404 46529

Children

We appreciate that appointments sometimes run late and that children very quickly become bored and fed up. However, it is for your safety that we ask that children do not run around the waiting area and car park. Please keep toys in the vicinity of the play area as toys left lying around are a trip hazard to our more senior patients. Thank you for your assistance.

PARKING

We would like to ask our patients to respect the Staff Parking only spaces which are reserved for the doctors.

This means that there will be less movement of cars during peak periods when more patients will be walking across the car park to access the surgery building. We thank you for your understanding.

CONFIDENTIALITY

If you wish to discuss something with our receptionist of a confidential nature, a member of our reception staff will be happy to speak to you in our interview room next to reception.

APPOINTMENTS

Last year our doctors saw 39,749 patients. 1871 patients failed to turn up for their appointments with the doctor.

Our nurse team saw 24,944 patients, and 2198 patients failed to turn up. These figures do not include all the seasonal and swine flu vaccinations.



ADVERSE WEATHER

Please help the Honiton Surgery plan home visits in extreme adverse weather conditions by telephoning in the morning as early as possible to request a visit. It should be noted that home visits are for patients that are too poorly to come to the surgery. We thank you in anticipation of your help with this.

SWINE FLU

The Chief Medical officer for the UK has recently written to all General Practitioners to encourage all those still needing immunisation against swine flu to book a vaccination at the doctors.

Although this illness is now much less of a problem we expect the disease to make a come back in the autumn, and this years vaccination will give some protection.

The Honiton Surgery still has vaccine for those who have previously received invitations and we would be happy to book you an appointment.

YOUR GREEN SURGERY

Last year Honiton Surgery saved 37.2 trees through recycling our shredded paper. We have now started having our cardboard collected fortnightly and recycled, and all our print cartridges and toners are sent away for recycling. Due to the new build we have recently had a Display Energy Certificate awarded. At the moment we can only claim a G rating as we do not have a years worth of energy bills since the build was completed. We anticipate this to be much improved after our reassessment in August 2010

