

Want to Beat the Queues?

Fed up of having to wait on the telephone to book an appointment or order your repeat prescription? Do you have access to the internet and/or an Android or Apple device? If the answer to both these questions is yes, then please come to reception with some photographic identification and we will give you the instructions of how to set yourself up to use Patient Access.

We currently have **5205** patients signed up to use the online system of which only 1599 are currently getting all the benefits it gives. There are many of you who have pre-registered for this service online, but have not shown us your ID in person. Please come to reception so you can have full access to all the services it provides.

With 24-hour Patient Access, you can:

- 👉 Book new appointments without having to phone.
- 👉 Cancel appointments you cannot attend any more.
- 👉 View all appointments you have coming up.
- 👉 Order repeat prescriptions – remember to order at least 48 hours before you need to collect from reception – **if your prescription is sent electronically to a pharmacy then they will need additional time to process it.**
- 👉 Change your address and contact details in seconds.

Keep Forgetting Your Appointments?

Let reception know your mobile phone number and we can send you a confirmation at the time of booking and a reminder text a couple of days before your appointment.

Management Team Changes

At the end of March our Strategic Business Manager Janine Payne will be retiring. Janine joined us in May 2011 whilst Leatside was being rebuilt and we were working out of portacabins at the Dairy Crest site. Her hard work and professionalism alongside our existing team ensured the move back to our current premises was as smooth as possible. Under her guidance Leatside has come on leaps and bounds, culminating in our Outstanding CQC rating following our inspection just over a year ago. Janine will be sorely missed by the whole team here and by those she has worked with in Totnes and the wider South Devon area. We all wish her well for her retirement where she will no doubt enjoy time with her grandchildren and travelling with her husband.



Our current Operations Manager Martin Randall will be taking over from Janine in his new role as General Manager from 1st April. Martin joined Leatside in July 2014. In Martin's place we have appointed a new Operations Manager.

Sophie Andrews joined us at the beginning of February and is fitting into the team well. Here's a bit about her: "For the past eight years I have worked for Devon Doctors the out of hours GP service based in Exeter. Roles varied from working as a receptionist and call handler whilst at University, developing into management roles after graduating. New challenges both in my work and

personal life motivate me; I have recently started running and would have completed my 4th half marathon (hopefully) by the time this has been published! Moving into general practice is a new environment for me and I look forward to the new challenges ahead here at Leatside." We know that everyone will make her feel very welcome.

Help with Stopping Smoking

If you or someone you know smokes and are interested in quitting, there are several options available.



- 👉 The NHS website www.nhs.uk/smokefree has lots of information and free tools.
- 👉 Another option is the Torbay Stop Smoking Service; their number is **0300 456 1006** (this is a local rate number).
- 👉 You could also ask your local pharmacist if they can help you.

If you/they would like to see someone here at the Surgery, then some of our Nurses and Healthcare Assistants are trained to support you through the process. They can discuss all the options with you to decide which one would suit you best. If you/they would like to do this, please make an appointment and let the receptionist know it is for “stop smoking advice” when you book.

If you have now stopped smoking please let us know so we can update our records.

Over 45?

Have you had your blood pressure checked in the last 5 years? If not, please come to the surgery at any time to suit you and use our Health Pod located just through the door to the GPs waiting area. It can record your height, weight and take a blood pressure reading within 5 minutes and it automatically goes into your computerised record without the need to see a nurse or GP. What could be simpler?

Flu Jabs

If you are eligible for a flu jab and you still haven't had one yet, then we still have some available. Come to reception any **weekday** morning between **10:30 and 12:00** and reception will be able to book you in with a nurse – if you've already got an appointment to see either a GP or a nurse, then please ask them in your appointment if you can have one.

*****Please also let us know if you don't want one*****

Have we got Your Correct Contact Details?

It is very important to keep us up to date with your contact information. If you have changed any of your contact details recently and not got around to informing us yet, please fill out the form below, detach from this newsletter and hand in to reception – or should you prefer, send us an email to: leatside.surgery@nhs.net – please remember to include ALL members of your family that the change effects – feel free to write on a separate sheet if necessary.

Please Use BLOCK CAPITALS

Name:		D.O.B:	
Old Address:			
New Address:			
New Landline No:		New Mobile No:	
New Email Address:		Text Consent: <input type="checkbox"/> Yes <input type="checkbox"/> No	
		Email Consent: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Cervical Screening

It is every woman's choice to have a cervical screening test or not. The NHS offers cervical screening to all women aged 25-49 every 3 years and those aged 50-64 every 5 years. The test helps to prevent cervical cancer and saves as many as 5000 lives each year in the UK and stops about 1 in every 100 women screened from getting cervical cancer.

We have many patients who are overdue for having a cervical screening test, so please book your appointment soon. You can book in with any of our Practice Nurses to have this done at the surgery – ideally during the middle of your menstrual cycle (usually 14 days from the start of your last period).

If you have made the decision not to get screened, please sign a declaration so we can then remove you from the national list and will not be called again – you will need to contact our Nurse Administrators.

Checking-in Screens

There has been an update on our checking-in screens in reception. There is no longer the digits 1-31 when choosing the day of your date of birth, from now on you will be asked to choose the number from 0-9. For example, if you are born on the 12th then you tap 1 and then 2. If the day of your birth is a single digit number, you must tap the arrow that appears at the bottom right hand side of the screen. If you do not tap this arrow, then it will not log you into your appointment correctly. Please have a go at using these screens if you've not used them before. They are very handy, especially at busy times. If you have any issues, then please feel free to ask a member of the reception team for assistance.

Prescription Box

Due to popular demand, we have finally got a prescription box put back in reception so you don't have to wait in the queue to hand your repeat requests in to reception any longer.

It is located on the same wall as Dr Watkins magnificent photo of the rowers on the River Dart, on the left-hand side of the reception desk. All prescriptions that are placed in the box can be expected to be processed by the surgery in 48 working hours. If your prescriptions are automatically sent to a pharmacy on your behalf, we cannot say how long after that time they will take to make the medicines available to you.



Hayfever Self-Care

South Devon & Torbay Clinical Commissioning Group would like to significantly reduce the money spent on medicines for minor ailments so that more money is available for treating more serious conditions such as cancer and heart disease.

Leatside, in keeping with the CCG direction are asking that you purchase hayfever items yourself, rather than receiving them on prescription. **We will not issue prescriptions for patients wanting hayfever medicines which are available to buy over the counter.** We recommend asking the pharmacy for non-branded (generic) versions as they can cost significantly less than the branded versions.

Unwanted Appointments

Please remember to cancel any unwanted appointments. Since the start of the year we have had **233** patients not attend GP appointments and **222** not attend for Nurses without informing us. These appointments equate to over 85 hours of worth of clinicians time.

Parking

We are making yet another plea to the people of Totnes to not abuse the car park at the Leatside Surgery. We look after the needs of over 14000 patients here in Totnes and surrounding areas. We have 36 parking slots for patients, they are not available to any member of staff that works at Leatside and the doctors and staff pay to park in the Pavilion Car Park.

Even after our previous appeal, the abuse of the free parking facilities at Leatside has become uncontrollable.

We do not want to implement parking fees, clamping, barriers, ticket wardens etc. as the frail, elderly, really unwell members of our community will be put at risk; what we are asking is that patients use the car park when visiting the surgery for an appointment or to pick up their prescriptions and then move their cars.

We have members of the public that leave their cars in the car park and go off for the day, we have local people parking overnight in our private car park, and we also have members of the public who park and then go and walk their dogs.

We would urge members of the community to value this free parking for patients, most GP surgeries in England have no free parking at all for patients; they either must pay or walk long distances from their cars to the surgery. We are extremely lucky to be able to offer this facility to our patients, but lots of ill, elderly patients cannot park because of the above. Please do not abuse us, walk, cycle or park just when necessary.

NHS Our Doctors

Where to go if your GP surgery is not open

There are four options available to you, depending on your symptoms.
Think carefully before dialling 999 or going to A&E.

Diarrhoea Earache Painful cough Sticky eye Teething Rashes	Arthritis Asthma Back pain Vomiting Stomach ache	Cuts Sprains Strains Bruises Itchy rash Minor burns	Severe bleeding Breathing difficulties Severe chest pain Loss of consciousness
Pharmacy	Out-of-Hours GP	Minor Injuries	A&E
For details of your nearest pharmacy, visit the 'Services near you' section at: www.nhs.uk	Advice and treatment by phone, at a Treatment Centre or via a home visit	Minor Injury Units, Walk-in Centres and Urgent Care Centres	Emergency care for serious or life-threatening situations
Just walk in	Referral via NHS 111	Just walk in	Phone 999 or walk in