

Woodbury Surgery News

An update on our new look, staff news and lots of other information



**WOODBURY
SURGERY**

Inspected and rated

Outstanding ★



Thank you to the Nancy Potter Trust and Tony Charles, its chair from 2011-2016, whose generous donation funded both the refurbishment of our patient toilet to full disabled access standards in 2017, and the finishing and fitting out of our new treatment room in 2018.

If you have visited us since July you will have noticed that our front of house area is transformed. Thank you to the many patients who have told us how much they like the new look, we are grateful for your support and positivity.

In Spring 2018 we conducted an online and paper survey of our patients asking what, if anything, might be improved. We had a fantastic response from more than 250 patients - we were particularly pleased to receive feedback from across the age range, as it is important to us to hear the views from all our patient groups.

Common themes emerged:

- Difficult access through the angled glass door to the waiting room for those in wheel chairs and mobility scooters
- Stuffiness, poor ventilation and overheating in the glass waiting room
- Poor experience queuing and waiting in the corridor at the dispensary hatch
- Things a little tired and outdated
- Complaints about lack of shelter while queuing outside for Monday open surgery.

There had been no significant refurbishment to the front of house area for at least 20 years, so having listened to your feedback we have modernised the area taking your views into account whilst also ensuring compliance with current disabled access, data protection and infection control regulations.

A very important part of the work was the creation of a new multipurpose treatment room, located close to reception area for our frailer, less mobile patients. With patient numbers increasing by 20% within the past seven years it has been imperative that we gain more clinical treatment space. This extra room is already proving invaluable.

You are welcome to sit in the main reception area, and may also perch on the cushioned benches in the foyer or take one of the seats to the right of the entrance door.

We know some patients prefer not to sit in a busy waiting area. As long as you have checked in to let us know you have arrived we will come and find you- please don't worry you won't be forgotten.

Children and parents are welcome to use the fenced play area which has been restocked with toys.

For Open Surgery early birds, if the weather is not kind we will be opening the front door to allow you to shelter in the enlarged foyer.

**Have you seen our new website?
woodburysurgery.co.uk**

**We have made some major improvements to our website which now includes an array of information resources including Pinpoint Devon a directory of community services, a symptom checker, NHS choices information and advice, and much more
Take a look!**

You will have noticed that we now have one central reception desk which serves as both the reception and dispensary counter, and whilst we no longer have a receptionist in situ, we do have a number of fully trained dispensers and reception staff standing only a few feet away, who are more than happy to help you.

You may have experienced a few teething issues with the new system while the practice staff have adjusted to these changes.. This has been exacerbated by a period of exceptionally low staffing caused by a perfect storm of retirements, unplanned sickness and compassionate leave. We are grateful to our staff who have worked with great flexibility and cheerfulness through a difficult time. We have also been busy recruiting and training new staff, though obviously this takes time.

We do acknowledge that in opening up our reception space to improve access and ventilation and create a single reception area there have been some compromises. The acoustics are obviously different and we know that some patients feel confidentiality at the reception desk is compromised.

We feel confident that issues around confidentiality can be significantly improved if we work together:

- Our staff are aware of concerns about confidentiality and will be very happy to discuss any personal issues away from the front desk - you only need to ask.
- Please consider phoning in if you have a private medication query or to discuss something sensitive - all our phone lines are now answered completely out of earshot of other patients.
- Remember that medication queries, requests and comments can be sent in directly by anyone via SystmOnline.
- If you don't want to give your name or address when collecting a prescription you may show that information in a written form; it is a legal requirement for our staff to check your details before handing out prescriptions.
- Given that the reception space is now shared, we can all do our best to lower voices. All our staff have excellent hearing and will understand if you prefer to speak quietly!

**Flu Clinic Saturday 24th
November 8:30-12:30**

If you are eligible for an NHS flu vaccine and haven't been vaccinated yet please book a slot online or pop in to the surgery to collect a time slot for the day.

It is very helpful to flow of patients on the day if you come on time but not too early, and remember that parking is very limited.

There are also Monday afternoon flu clinics, and a small number of Tuesday evening slots for working patients.

**Zero Tolerance of
Abuse**

The vast majority of our patients treat our staff in a courteous and friendly manner.

However, recently our staff have been subjected to repeated verbal abuse by a small minority of patients.

We will not tolerate abusive or unreasonable behaviour towards our staff.

Our complaints procedure is displayed in the practice and on our website.

GP Training

After a hiatus of several years, we are once again training GP registrars - fully qualified doctors who have already worked in hospital for a few years, and are taking part in specialist training to become GPs.

Our current GP Registrar is Dr Katy Foster, and she will be working with us until February 2019.

You may be offered an appointment with Dr Foster. Her appointment slots are 30 minutes long to give plenty of time, and she is always supported by one of our experienced GPs.

Staff News

This year we have said goodbye to Audrey, Janet and Ruth, who have all retired after many years of NHS service.

We have had a busy year recruiting new staff and have welcomed Deanna and Gill to our management team.

We have been fortunate to recruit Anita as a dispenser; she has many years of experience, and will join our four longstanding dispensers. Annette has been added to our reception and administrative team, and some of you may already have met Holly, our new apprentice, who will be helping out at the reception desk.

Benita joined us as a Health Care Assistant six months ago - she has a wide range of clinical skills including phlebotomy, INRs, ECGs, smoking cessation, NHS health checks, injections, vaccinations, ear irrigation, diabetic foot checks and dressings.

Our practice nursing team has been depleted for the past nine months, but we have survived thanks to Tamsin's heroic efforts, along with intermittent diabetes support from locum nurses. We are delighted to let you know that with perseverance we have been successful in recruiting Lyndsay and Suzi to share this role - both extremely experienced nurses.

Access your Medical Record Online

Did you know that you can access your medical record (including prescriptions, test results, X-rays, diagnoses, vaccination history) and book appointments from your own home computer?

It's very simple to set up. Please just ask our staff or look at our website if you would like to use this service.

30% of our patients now have online access to their medical records. In future the NHS wants everyone to have access to their record this way. It's your medical record and belongs to you!

Woodbury Friendship Group

Monthly social event for Woodbury Residents aged 50+
3rd Wednesday every month from 10-12 in Woodbury Church Rooms
Seated exercise, guest speakers, arts and craft, board games, refreshments and more

Contact Vicki Jo on 01392 824752 for more information

Woodbury Dispensary

Our dispensary team work incredibly hard to provide a high standard of customer service to our patients and dispense over 7000 items per month. Most community pharmacies such as Tesco's, Boots, Lloyds now ask for 5 to 7 working days to prepare repeat prescriptions.

We are endeavouring to continue to process your requests within two working days, but in some cases this isn't possible.

Nationally there are very significant drug shortages, even for common drugs such as pain killers, blood pressure and heart drugs. Sometimes our drug suppliers are unable to provide us with what we request or there is a delay, and we then need to spend time trying to find alternative sources, if they exist.

In some cases patients misunderstand the concept of two full working days. For example, a repeat prescription request dropped in at 5:45pm on Friday will not be ready first thing on Monday. It will take Monday and Tuesday to process and be ready first thing on Wednesday unless there is an issue with drug supply.

What can you do to help things run smoothly?

Remember that we require **TWO FULL WORKING DAYS** to process repeat prescription requests: this is much quicker than most other local pharmacies.

Respect our staff who are not responsible for national shortages of drugs.

Consider ordering your prescriptions online - just ask our staff how to get started; it's quick and easy. It will save you time and unnecessary visits to the surgery, and is more accurate and safer than paper requests.

If you have exactly the same prescription items every month without fail and would like our dispensers to automatically order the next month's prescription for you please ask about **Repeat Dispensing**.



Do you need help to stop smoking? Our nurses can provide advice and support when you are ready to quit. Please ask for an appointment, or search stoptober for online advice and support

Healthier Devon Diabetes Prevention Programme

An innovative new programme to prevent Type 2 Diabetes, which in many cases is preventable through positive lifestyle changes.

If you are at high risk of developing diabetes we will soon be offering you the opportunity to receive support from this program over a sustained 2 year period.

preventing-diabetes.co.uk

Our new phone messages

We are sorry that we have been forced to add a number of messages to our phone system. For many years we resisted this as we know you prefer the phone to be picked up by a receptionist without any preamble.

The reason for the change has been threefold:

Firstly, NHS England have mandated that there must be a message both in and out of hours instructing patients with life threatening emergencies to put down the phone and dial 999.

Secondly, our new phone system has the ability to record phone conversations, and it is a legal requirement to inform you of this before proceeding with the call.

Thirdly, the NHS wants to give patients more information about the full range of services available in addition to GP appointments. So we, along with other surgeries nationally including all in East Devon, are now letting you know that our reception team may ask for some information about the reason for your call. They can then decide who is the best person to help you, and can judge the urgency of your problem.

Weekend and evening appointments

If you find it impossible to get to the surgery during normal hours because you work full-time, are a student or school age child with a long commute, are a carer or busy parent, then we have a small number of these appointments available for you. We are working with all surgeries in East Devon to ensure that there is availability of these appointments every day.

These appointments are suitable for routine medical conditions, including nurse appointments for smears, contraception, asthma checks, blood tests, diabetic reviews etc.

If you are very unwell and feel you need to see a GP urgently in the Out of Hours period please continue to use NHS111 and Devon Doctors, Minor Injury Units, and in more serious cases A&E.

Please ask about availability if you feel one of our routine extended access appointments would be helpful to you.



KOOTH.com

FREE ONLINE SUPPORT FOR YOUNG PEOPLE

Free, safe and anonymous online mental health support and counselling for 11-25 year olds and their parents.

Budleigh Hub

Located in the old Budleigh Community Hospital

Open 9-7:30 Monday and Thursday and 9-5 Tuesday, Wednesday, and Friday.

01395 446896

budleigh@westbank.org.uk

East Budleigh Road, Budleigh Salterton EX9 6HF

Come and visit us!

Transport to the Hub or elsewhere is available from the **Whizabout Bus Service** available from Exmouth Ring and Ride 01395 266662 exmouthringandride.org.uk

This is a door to door service using adapted vehicles which can accommodate wheelchairs

Friends of Woodbury Surgery

For many years the volunteers of Friends of Woodbury Surgery (FOWS) have provided a much appreciated transport service to some of our older patients, and have been active in fundraising.

We mentioned earlier the good news that we now have many more patients, and we take several hundred incoming phone calls every day in our offices. This means that we are unable to guarantee the FOWS volunteers a dedicated quiet office space here in the surgery. Data protection regulations designed to protect the privacy of all our patients mean that it is not appropriate for volunteers to be party to confidential patient information, nor indeed for our staff to pass on personal information about patients except for the purposes of direct healthcare.

Having investigated the way that other local patient transport and volunteer groups operate, we have asked FOWS to accept requests for transport directly from patients using a dedicated phone number. To this end we have provided FOWS with their own mobile phone, and have also given FOWS prime position in our new foyer with their own notice board for information, and bookcase for their book exchange scheme and display of information leaflets.

FOWS can be contacted on **07961 809423** and a message left about your transport need. A volunteer will then be in contact with you directly. FOWS do ask patients for a donation to cover the costs of the transport they provide.

Budleigh Hub

Improving and maintaining health and wellbeing for communities across Woodbury, Exmouth and Budleigh.

Budleigh Hub provides health and wellbeing support through fitness in the gym, social activities such as board games and 'knit & natter', holistic therapies, mental health guidance, physiotherapy via the NHS and Ocean Physio, art therapies, yoga, NHS outpatient services, private room hire, and conference facilities with hospitality options.

There is support for babies and children from early years in Carousel nursery through to older people in the Age Concern room, and the Launchpad Cafe.