

Community Bulletin

Issue 2: September 2018

Free transport service for patients set to continue

The free bus service which operates every weekday to take patients to and from the surgery has seen an increase in use over recent weeks. Following a review the service will now continue to be provided in its current form.

The practice would like to hear from the local community to understand if this remains as the best option, and to understand how patients would feel about alternatives such as individual taxi transport for those who need it.

New faces at the practice

Ruby Country Medical Group is pleased to introduce their newest GP, Dr Mark Eggleton, who takes up post on 1 October.

Dr Eggleton comes from Tavistock and will be looking after patients across Holsworthy, Hatherleigh and Shebbear. Dr Eggleton lives locally and looks forward to meeting you over the coming weeks.

As well as new additions to the team there are many faces you will recognise:

- Kath Bailey – Health Care Assistant
- Diane Goodhead - Practice Nurse
- Carol Ball – Advanced Nurse Practitioner (covering a range of female related matters)
- Tom Douglas - Phlebotomist
- Dr David Lee – GP
- Dr Andy Brown - GP

GP appointments continue to be offered at Holsworthy Medical Centre while the practice works on longer-term plans for both Hatherleigh and Shebbear.

Responsible GP for Shebbear

Alongside Dr David Lee, Dr Andy Brown will now become a responsible GP for some of the patients of Shebbear & Hatherleigh.

New tools to improve patient access

The practice has recently introduced an exciting new tool called e-consult. This is an online triage and consultation tool which is helping to transform the way patients access general practice across the country. You can call the practice to find out more about this new service.

Online appointments are hosted by a clinician who will then decide the best course of action – often this is a very quick way of resolving patient issues with no visit to the surgery necessary. This service is a good option for those with limited transport, time or mobility.

In addition, the telephone appointment service is being used widely across the community. The practice is encouraging patients to make use of this hassle-free, which can save you waiting for an appointment. If further investigation is needed, you will be invited to see a GP.

The practice offers a wide range of options for patients to speak to a healthcare professional, including waiting onsite at the surgery for an ‘on-the-day’ appointment. Sometimes this can result in a long wait in the practice for the next available appointment, and is not recommended as the best option for someone who is unwell. It may be preferable to make use of the telephone consultation option in the first instance.

Home Visits Team

The practice have a Home Visits Team in place to travel to see those vulnerable and elderly patient who are housebound, have poor mobility or access to transport to a surgery. This team provides visits from 9am and throughout the day, every weekday. The on-call team at Devon Doctors will continue to deal with evening and weekend urgent visits – these are arranged by calling 111.

Progress at the new surgery in Hatherleigh

The practice is pressing ahead with the development work at the new surgery site in Hatherleigh, and it is very nearly ready to open its doors.

Work is edging towards completion in the building conversion and the installation of secure IT connections. The practice is waiting to hear about a potential final date for completion and opening, and will update patients accordingly.

Flu clinics in Shebbear and Hatherleigh

The practice is making arrangements to deliver flu clinics from Hatherleigh, Shebbear and Holsworthy over the coming weeks. It is anticipated that the village hall in Shebbear, and the community centre in Hatherleigh, will provide a good and safe location to host these valuable clinics throughout the day and into early evening.

The first flu clinic dates are:

Hatherleigh – Wednesday 10 October

Shebbear – Thursday 11 October

Delivery service for prescriptions

The practice aims to offer a delivery service for prescriptions in the community once a formal application to dispense has been approved via the application process.

At the moment requests for repeat medications can be phoned or emailed to the practice, so no personal visit to the surgery is needed. Many of the local pharmacies can also arrange delivery of the prescribed medications to save on collection.

For full detail of arrangements for booking appointments, bus travel and repeat prescriptions, please refer to the letter sent to all patients in July or look at the practice website: www.holsworthymedicalcentre.co.uk

To contact Ruby Country Medical Group:

- Email: D-CCG.HolsworthyMC-Reception@nhs.net
- Tel: 01409 253692

To contact NHS England, which commissions GP practices:

- Email: england.primarycaremedical@nhs.net
- Tel: 0113 825 5299 (office hours)

If you need this bulletin in another format, such as large print, braille or another language, please call us to arrange.

Please feel free to share this community bulletin with any other patients who would be interested. Alternatively, people can sign up to receive the bulletin directly by getting in touch via:

- Email: england.primarycaremedical@nhs.net
- Telephone: 0113 825 5299