

February 2017



Townsend House Medical Centre

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Staff News

Juliet Fuke

It is with great sadness that we will be saying good bye to a long term member of staff Juliet, our Beer receptionist, after 37 years has decided to retire. We would like to wish her the best of luck for the future and send her on her way with all of our best wishes. She will be missed by all the staff and patients.

Emily Bowker

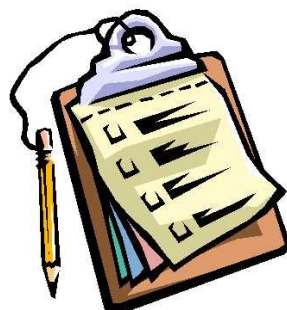
A warm welcome back to Emily one of our nurses who is returning from maternity leave.

Donna-Marie

Donna-Marie has decided to extend her maternity leave and wont be returning to us until later in the year. We will be hiring another nurse named Sally Dalton on a short time contract to cover until Donna-Marie returns.

Seaton Hospital

For those who are wondering about the next steps , the Clinical Commissioning Group have advised that they are currently reviewing all the documents received during the consultation process and that any further news will not be received until March 2017 at the earliest. Also we would like to say a big thank you to all that helped and contributed during the consultation process.



Shingles / Pneumococcal Vaccinations

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. Pneumococcal vaccinations are available to three groups of people: babies, people aged 65+ and anyone aged of 2 to 65 with a long-term health condition. To check your eligibility please contact the surgery on 01297 20616.



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SMS text messages and Emails

Help us by keeping your contact details up to date. We are able to use SMS text messages and/or emails to send reminders and surgery news to patients.

We have attached a form should you need to amend our



Accessible Information Act:

Are you aware the surgery is able to offer the following services for patients:

- Large print documents and forms
- Interrupter services / translator
- Forms in 'easy to read' format
- Communicating via text message or email rather than by letter



Do you have trouble communicating? Is there something the surgery could do to help you? Please let us know and we will work together to improve care / services for our patients.

Medicines for Self-Care:

Did you know there are many medicines for non-urgent medical complaints that are cheap and easily accessible without the need to see a GP.

Many pharmacy's are now able to offer medical advice / treatment for minor ailments such as urinary tract infections etc. There is no need to make an appointment to see a pharmacist and many of them are open during the weekend / later evenings.

Here are just a few examples of medical complaints they can help you with: hayfever / allergies; indigestion and heartburn; Rashes / dry skin, teething, thrush and travel medicines.

Surgery Website

Please visit our website:

www.townsendhousesurgery.co.uk

Here you can keep up to date with all surgery news; book / cancel appointments; order repeat medication; explore the services we offer and find self-help articles for common ailments such as colds.

Where to go if your Surgery is closed?

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Unwell? Unsure? Confused? Need help?	Call 111 out of hours
	Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy

Useful Contact Details

Townsend House Medical Centre

Address:

49 Harepath Road
Seaton
Devon
EX12 2RY

Telephone Number:

01297 20616

Opening Hours:

Monday to Friday 8am
to 6pm
Closed weekends

Website:

www.townsendhousesurgery.co.uk

Facebook:

www.facebook.com/Townsendhousesurgery

Out of Hours Contact Numbers:

For medical complaints outside of normal surgery opening hours please contact the appropriate service as listed below.

- ◆ For urgent medical needs such as chest pain or accidents please contact **999**
- ◆ For medical advice or an out of hours Doctor please contact **111**
- ◆ For dental advice, pain please contact **01392 823682**
- ◆ The closest Minor Injuries Unit is Honiton—**01404 540540**

Honiton Minor Injuries Unit, Marl pits Lane, Honiton