

April 2017



Townsend House Medical Centre Newsletter

Staff News

Debs Purcell

Debs is our newest member of the team. She will be doing part time hours both here and at The Waldron Medical centre in Beer. Debs is new to the area after previously living in Oxford and working for nationwide for over 20 years.

Sally Dalton

Sally is our new practice nurse. She is fully qualified and will be working part time. Sally will be with us until the return of Donna—Marie in September.

Easter Weekend

Don't forget we will be closed on Good Friday and Easter Monday, Please be sure to order your prescriptions as usual within plenty of time.



Friends and Family Test

Have you taken our friends and family test? Whilst waiting for your appointment why not take our test? Its quick and simple to complete and 100% confidential. Please ask a receptionist for a card and post it in the box when its complete or why not go onto our website and complete it on there. We welcome and promote all feedback from our patients.



SMS text messages and Emails

If you have a mobile phone and would like to receive appointment reminders and various other health information relating to your care please speak to one of our receptionists.



Accessible Information Act:

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

- Large print documents and forms
- Interpreter 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.

Do you suffer with Hay fever?

The severity of your symptoms can vary. Some people need medication to manage their symptoms others manage their condition by avoiding triggers. If treatment is needed, a wide range of medications can be purchased from community pharmacies and supermarkets. These medications are usually cheaper than a prescription and you can get them without seeing your doctor.



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.

Wifi

The NHS WiFi programme is rolling out WiFi access for staff and patients across NHS providers. GP practices outside of the Early Adopter areas will start to receive their new WiFi services from April 2017 onwards this area is likely to receive it by end of December 2017, with hospitals and secondary care following in 2018. WiFi will allow patients, visitors, and staff to connect to the internet using their digital devices, including computers, tablets, and smart phones.



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