

August 2014



Townsend House Medical Centre Newsletter

Welcome to our newsletter

At Townsend House Medical Centre we feel it is important to communicate with our patients. We feel one of the best methods of doing so is through newsletters. The aim of our newsletters is to keep patients informed of any new services or changes to the practice.



Staff News

Lindsay Slater

We would like to announce that after more than 30 years working in the NHS Dr Slater has decided to retire. We appreciate this maybe unsettling for some patients and would like to reassure you that we will make every effort to ensure you continue to receive the highest level of care. We are sure you would like to join us in thanking Dr Slater for all of her hard work over the years and wishing her a long and happy retirement.

Danielle Harris— General Practitioner

Dr Danielle Harris will be joining the practice initially on a 3 month contract, working Thursdays and Fridays.

Selina Wills—Clinical Practitioner /Practice Nurse

We have a new Our new Practice Nurse started today: Selina will be doing an element of Minor Illness work combined with managing patients who suffer with a chronic disease. She will work alongside our Clinical Practitioner—Aimee Seward in assisting patients with minor illnesses.

Patient Information Session

Patient Information Session Wednesday 13th August 2014, 2-4pm

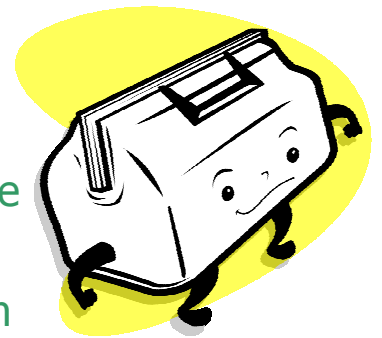
Ever wanted to know how the surgery runs, how your referral gets made, how your prescriptions get ordered, or have an in-depth review of the appointment system, well this is your chance. Come and meet the staff and have your questions answered.



Branscombe Surgeries

The surgery are happy to announce that Branscombe surgeries will recommence Tuesday 5th August. They will take place the first Tuesday of every month 4-5pm (subject to change). The surgeries will be run by Dr Pitt.

Appointments **MUST** be pre-booked. If no appointments have been made by 10am that morning the surgery will be cancelled.



Memorial Bench

The surgery would like to inform patients that there is now a memorial bench for Dr Neumegen. It has been lovely to see so many patients using this bench and taking time out to remember Dr Neumegen.



Flu's

Its nearly that time of year again where we need to think about flu injections. We will soon be setting up clinics with the aim of 3 Saturday clinics for flu jabs. Information regarding these clinics will be advertised throughout the surgery, on the website and on Facebook.

Dates:

Saturday 4 October in Seaton

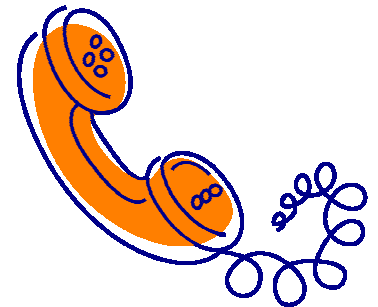
Tuesday 7 October in Beer



Telephone System - Update

We have recently changed the options when dialling in to the surgery. For routine appointments you should select option one; for urgent same day appointments you should select option two and finally for enquiries about medication, referrals or test results you should select option three.

We hope that in changing the telephone system we have improved the service for patients, and we have also doubled the capacity of incoming calls.



Patient Participation Group

We are looking for new members to join this group. Have your say on new services and help implement changes to the Surgery. All ages welcome. For further details ask in Reception.



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