

December 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

Donna Burgoyne - Receptionist

Donna Burgoyne has been taken on as a part-time receptionist for 21 hours a week working Monday, Wednesday, Thursday and Friday mornings.

Lin Wilson—Receptionist

Lin Wilson has been taken on as a part-time receptionist working for 16 hours a week working all day Thursday in Beer and Friday mornings in Seaton.

Dr Pitt and Dr Harris—
Please see over for more
information



Dr Pitt

Dr Pitt has decided to take a six month sabbatical from the practice from January 2015 with a view to full retirement from general practice as from July 2015. During those 6 months he will be continuing his dermatological practice and will also from time to time be conducting operating lists for the practice.

We are delighted to announce that Dr Danielle Harris has agreed to cover Dr Pitt's six month sabbatical. Some of you may have already met Dani who has been working with the practice for the last four months or so.

A final word from Dr Pitt:

I wish all of my patients the very best for the future and am very pleased to know that they will be receiving outstanding medical care in the future from Dani and everyone else at Townsend.

Clinical System— SystemOne



The practice has recently transferred clinical systems, the new system will bring lots of benefits for both patients and staff; however IT training will go on for some time so please bear with us.

SystemOne—Online Repeat Prescription Services

We are pleased to announce SystemOne is able to offer online repeat prescription services. Those patients who have previously signed up to Vision online services will be receiving letters in the post with new log in details for SystemOne online repeat prescriptions. Anyone who would like to sign up for this service will need to complete a registration forms, forms can be found in Reception and on our website.

Friends & Family Test

We would like your feedback on the care and/or treatment we give you any time you visit us or have contact with the practice.

Put us to the test and tell us what is working well and what we can do to improve. You can say what you think without giving your name and we will use this information to plan improvements to our services.

To complete a feedback form please visit the surgery or via the website.

Christmas Opening Hours

Please note our opening hours over the Christmas period:

Wednesday 24th December 8am-6pm

Thursday 25th December – CLOSED

Friday 26th December – CLOSED

Monday 29th December 8am – 6pm

Tuesday 30th December 8am – 6pm

Wednesday 31st December 8am – 6pm

Thursday 1st January – CLOSED

Friday 2nd January 8am – 6pm



Repeat prescriptions

We're anticipating a really busy time in the run up to Christmas and New Year, so if you need a repeat prescription please let us have your repeat medication request by

Friday 19th December or sooner if possible

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