

May 2015



## 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**

#### **New Partner—Dr Jon Dove**

Dr Jon Dove will start 1st September 2015. He is currently living and working in London, but he and his family will be relocating to Devon during the summer.

during the summer.

Jon- "I attended medical school in London, which involved a stint in the Shetland Islands. Since qualification in 2010, my interests have included palliative care, kidney medicine and teaching. I have lived in Scotland and South East England, but have always harboured the desire to live and work by the sea in the West Country and am delighted that my dream is now coming true. When not working I enjoy spending time with my young family, playing jazz piano and fiddling with the guitar. I am keen to improve my skiing so that I can keep up with my wife!"

### **Salaried GP—Dr Dani Harris**

We are pleased to confirm Dr Dani Harris will be continuing in her role as a salaried GP, her employment covering Dr Joe Pitt will come to an end of 30 June, with effect from 1 July 2015 Dr Dani Harris will become a permanent salaried GP.

## Online Services



We are now delighted to announce we are able to offer a number of online services to patients, this includes: booking and cancelling appointments; ordering repeat medication and viewing summary care records.

In order to access these services, patients need to register for them. Once a registration form has been completed, patients will receive SMS text messages or letters with their log in details.

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## Grizzly Run—

"Grizzly Challenge" Doctors from Townsend House and Seaton & Colyton Medical Practices ran the Grizzly on behalf on Seaton Home



ran the Grizzly on behalf on Seaton Home Nursing Service and Eating with Dignity. Dr Katie Seaver completed the run in 1 hour 31 minutes, she was the 8th female to finish. Total money raised:- £621.89



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### Annual Health Reviews

We have upgraded our system regarding patients who require annual medical reviews. We will now contact patients in alphabetical surname order. You will receive a reminder to book your appointment, however, should you feel your illness has declined please do not hesitate to book sooner.

**For example:**  
**Patients with surnames beginning**  
**A-C will be contacted in April**  
**D-F will be contacted in May**  
And so on ...





## Friends & Family Test

This is an on-going survey, we would like to encourage all patients to complete a feedback form. These forms enable us to improve and review our services as necessary. As ever, any comments or suggestions are greatly appreciated.

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## Are you worried about your memory?

Did you know that around half of the community suffer with memory loss symptoms, which are undiagnosed / untreated.

If you are suffering with memory loss problems there are a number of things for you and your family that we can do to help. We are now offering weekly appointments with our Memory Advisor, please contact Reception for more details.



## Appointment Survey



## Appointment Survey

The surgery recently implemented an appointment survey which patients could complete via the internet on whilst attending the surgery. This has now closed, the results are in the process of being collated. The results will be published along with details of any changes that have been made as a result of the survey.



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## Texting and emailing patients

In addition to letters we will now also contact patients via email and text messages for administration purposes.



Please help us by keeping us informed of any changes to your contact details.



## 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](http://www.townsendhousesurgery.co.uk)

**Facebook:**

[www.facebook.com/Townsendhousesurgery](http://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