

November 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

Receptionist—Coral Watson

Receptionist at Sid Valley for over 10 years, has experience in the receptionist role and with SystemOne.

Emily Bowker—Practice Nurse

We are sure you will join us in congratulating Emily who is pregnant. Her maternity leave will start 1 March 2016. She will return to work after her maternity leave. We are currently advertising for maternity cover 24 hours per week on initially a six month contract. For more details please contact the Practice Manager - Elly Potter on 01297 626821.

Dr Rob Daniels

We would like to advise patients that Dr Daniels has a speciality in Ear, Nose and Throat procedures. These clinics are held each Wednesday on a rotation basis at the following community hospitals, Seaton, Ottery St Mary, Tiverton and Exmouth. (Exmouth clinics will start in January 2016). All patients must be referred by their usual GP.

This service is commissioned to run until at least March 2016, at which time there is the potential for this contract to be extended. As a result of this Dr Daniels will be available to see patients at Townsend House on Tuesday, Thursday and Friday. We would like to assure patients that they are free to see any doctor of their choose should Dr Daniels be unavailable.

SMS Text Messages

At Townsend House Medical Centre, we are using SMS text messaging to: confirm booked appointments, remind patients of appointments, to call patients in for appointments and for general information about the surgery.



Since starting to use SMS text messaging for appointments the number of appointments that are wasted through 'did not attends' has halved! This is fantastic news for both the patients and the practice.

Please help us by keeping your contact details up to date, if you have recently changed your telephone number or have an email address please inform a member of staff who will update your records accordingly.

Medicines Wastage

Did you know as much as £5.5 Million is wasted each year in Devon on unused medicines?

The same amount could pay for approximately:

- 730 Heart Bypass Operations
- or 1000 Hip Replacements
- or 2235 Knee Replacements
- or 10,720 Cataract Operations



You can help us use this NHS money in Devon more wisely, please look at your supplies and only order the items you need!

Late Arrivals

We would like to inform patients that due to strict time constraints we are unable to see patients who have arrived late for their appointment. This is to ensure patients waiting times are kept to a minimum.



The receptionist will rearrange your appointment. We ask for your understanding in this area.

Appointments

We understand it is sometimes frustrating when you phone the surgery to book an appointment and you have to wait a couple of weeks. This is normal for routine matters, we have attached a copy of our appointments system fact-sheet, we hope this will help you understand how the system works. Factors that contribute towards waiting times are the number of appointments people do not attend. These are wasted appointments and if people cancel appointments they no longer need these can then be rebooked.



We have in excess of 6200 patients and it can sometimes be tricky in calculating the demand for urgent and/or routine appointments.

Patient Suggestions

At Townsend House Medical Centre we are keen to hear what our patients think. If you have a suggestion on how we could improve please let us know.



(All suggestions can remain anonymous if patients prefer.)

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