

# Please leave for others to read.

January - March 2012



Leatside Surgery

putting patients first...

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## Home Sweet Home.

We are so pleased to be now properly settled back in at Leatside. It was the beginning of December 2010 when work started on the old surgery, first with the demolition phase and then the re-building. It was finally finished in October 2011, when we moved back.

So what have we gained by doing this work?

We now have consulting rooms for all the Doctors, including our Registrars and a room for the Medical Students we have for a week at a time throughout the academic year.

The Nurses now have six rooms, as well as having a clinical room / wet room for "messier" work. The District Nursing team have a larger purpose-built room upstairs and our Secretarial staff, Nurse Administrators and Managers have lovely accommodation in offices above Boots The Chemist.

Boots The Chemist have a great big space for their pharmacy, which can now provide more services.

### • Additional Services:

Newsome Opticians of Ivybridge are opening a branch where Boots used to be, inside the front door. They hope to be able to offer some of the usually hospital-based eye services as well as being a dispensing opticians.

We are now also home to some other well known local practitioners:

Jenny Pullman the Sports Injury Therapist and Gareth Noble the Chiropractor are already with us.

As well as these, we are also home now to a number of local consultants as a base for some of their non-NHS work - so far we have a Cardiologist, a Neurologist, as well as two Orthopaedic Surgeons.

There is also a Podiatrist, a Cosmetic Dermatologist and a Bi-Aura Healing Therapist.

Talking therapies are also using our private rooms including a Hypnotherapist, a Counsellor and a Psychologist.

There is also the Holistic Home Care Service starting up in Totnes soon and they will have their office here.

We hope that a local dental firm we are talking to will be able to work from the building.

Admittedly these services aren't NHS, but should now be easily available to those who normally use them.

We hope that with all these changes we, as a GP partnership, will be able to continue to provide Totnes with high quality patient-centred healthcare for many years to come.



## Dr Sarah Oxtoby and Dr Stephen Thake.

The refurbished building is extremely smart, isn't it? What some people don't know is who pays for all of this? GPs have a special relationship with the NHS as we are not employed as such, but have a contract which if we fulfil our part of it we get paid for. Similarly with the building we agree to provide services and we get a subsidy in rent from the NHS. However the real cost of the new, improved Leatside Surgery is to the Partners, that is most of the Doctors. We have to borrow money, like most other businesses, to pay for a development.

When we decided to do this we felt that there would be a definite benefit for our patients to provide better premises and that it was affordable. Sadly, for various complex reasons, the affordability has changed a lot. The income to the Practice has reduced because of Government action and other difficulties. The building process has been much more expensive than our original plans because of the complexities of operating from two sites, the reduction in revenue from our business partners and the delay in moving back to our building. As such we have to cut our costs and with good advice we have had to make the very difficult decision to reduce the number of doctors working here. Initially we hoped by not using temporary Doctors (Locums) to fill in if people were away we could make a good saving, but this hasn't proved to be enough.

What this means is that we have had to ask two of our Doctors to leave, purely because of the financial pressures we are under, not for any other reason. Sarah Oxtoby who has been with us many years and is a delightful, always cheerful and creative colleague and Stephen Thake who has been with us for a shorter time, initially in a training position and more recently using his calm and practical approach, will leaving us early in 2012. We are extremely sad to be forced to make this decision but have little option.

We wish both of them the very best for the future with our very best wishes.

### New Strategic Business Manager

We are pleased to announce that we have appointed a new Strategic Business Manager to have overall management responsibility for Leatside Surgery. Janine Payne joined us on 24<sup>th</sup> October, having worked for many years as the Primary Care Manager in Dawlish. Janine also works with the new South Devon Clinical Commissioning Group and brings with her extensive experience of working with GPs, and Community Services.



### Reception News

#### Telephone Times:

From 19th December the time you can ring to speak to Reception in the morning has changed to 8:30am. Our doors still open at 8:00am.

#### Prescriptions:

All prescriptions are now taking 48 hours to process. Please note that they will always be ready AFTER 2:30pm—so for example, if you order on a Monday at 10:30am your prescription will be ready on Wednesday, after 2:30pm.

### Patient Participation Group.

Help us to help you....

By joining our Patient Participation Group. This helps to create a link between the Surgery and its patients by inviting open, constructive discussion about our services.

For more information, just ask at Reception, call us on 01803 862671 or send us an e-mail with your contact details to [leatside.surgery@nhs.net](mailto:leatside.surgery@nhs.net)

### Patient Care Text Messaging

We are now able to contact you on your mobile phone for the purpose of health promotion and appointment reminders. In order to offer you this service we need to have your mobile number. If you wish to register for this service, please go to reception, and ask for a form which you will need to complete authorising us to text you on your mobile.

\*Please remember to inform us if you change your mobile number\*

### Baby News:

Congratulations to Sister Katie Trollope and husband Henry who had a baby girl, Zoe, on 14th October.



### Training Afternoons - please note new day and time:

Leatside Surgery (NHS part) will be closed on the following dates between 1:00pm and 7:30pm for staff training. (This will not affect any other appointments you may have at the Surgery with someone else). Boots The Chemist will not be affected and will remain open all afternoon.

- Thursday 2nd February 2012
- Thursday 15th March 2012