

January - March 2009

Leatside Surgery



General Practice

Inside this issue:

- Confidentiality
- Cheddar Half Marathon
- Pneumococcal Vaccine
- Thinking of Travelling Abroad?
- Training Afternoons
- Beating Cervical Cancer
- Thank You
- Comings/Goings/New Babies
- Credit Card Facility
- Intercare
- Triaging
- Blood Donor Dates

Confidentiality.

All information held at the Practice about patients is confidential, whether held electronically or in hard copy. Staff must not under any circumstances disclose patient information to anyone outside the practice, except to other health professionals on a need to know basis or where the patient has provided consent.

Staff must take particular care that confidential information is not transmitted in error by e-mail, fax or telephone. We are therefore not able to give any information, whether you are a friend or relative, unless we have written consent from the patient. This also means that if we need to speak to you on the telephone and someone else answers, we cannot say where we are calling from.

Cheddar Half Marathon.

On 8th November Sarah Rogers (Nurses' Clerk) and her daughter ran the Cheddar Half Marathon and raised over £280 for Alopecia UK.

Pneumococcal Vaccine.

Pneumococcal disease is the term used to describe a range of illnesses such as pneumonia, septicaemia (blood poisoning) and meningitis (inflammation around the brain), when these are caused by the bacterium *Streptococcus pneumoniae*.

Who is at risk?

Everyone is at risk of getting pneumococcal disease, but the older you are, the greater the risk. If you are aged over 65 or suffer with:

- Serious breathing problems, for example severe asthma needing regular inhaled or oral steroids
- Serious heart conditions
- Severe kidney disease
- Long term liver disease
- Diabetes
- Immunosuppression due to disease or treatment, for example chemotherapy or radiotherapy treatment for cancer.

We strongly recommend that you have the vaccination.

For more information please pick up a leaflet from reception or speak to a doctor or nurse, the next time you have an appointment with them. You only need to have the vaccination once, except for those patients who have a damaged spleen or no spleen, then you may be required to have further vaccination.

Thinking about Travelling Abroad?

Our Practice Nurses are here to help you with up to date travel advice.

Please make an appointment with them **at least two months** before you are travelling. There is also a travel form to collect from reception which needs to be completed, and brought with you to your appointment.

Unfortunately a lot of patients leave it a little late to come in to see a nurse and it is difficult to give full recommended vaccination courses before the travel date, so please allow enough time.

We also require prior payment for some vaccinations, details are available from reception.

Then all you need to do is have a wonderful time.....



Training Afternoons:

The Surgery will be closed on the following date between 1:00pm and 3:30pm for staff training. The Chemist will remain open as usual.

- Wednesday 21st January
- Wednesday 18th March

Beating Cervical Cancer.
FREE HPV Vaccinations

If you are female, born between 1st September 1990 and 31st August 1991 and not had your vaccinations yet, you are invited to attend the sessions below:

NB: You need to attend all three dates.

Venue: Totnes Hospital Consulting Room 4

Time: 5:30pm—7:30pm

Dates: Tuesday 19.5.09
Tuesday 16.6.09
Tuesday 3.11.09

Please telephone the immunisation team, where you can leave a message, stating your name and the venue you will be attending.

You need to have three doses of the vaccine over about a six month period for the best protection; so, if possible you need to attend all three sessions above.

If this venue is not convenient there may be others so please contact the team on 01392 208472.

For further information phone this number or go to www.immunisation.nhs.uk/hpv

Thank You.

A big thank you to everyone who gave us cards and presents for Christmas. They were very much appreciated.

Comings/Goings/New Babies.

Congratulations to Anna (Midwife) who had a baby boy on 5th November.

Nicola Martin (Graduate Mental Health Worker) returns early in the New Year after maternity leave, date to be confirmed.

Credit Card Facility

You can now use your credit or debit card to pay for services, just ask the Receptionist. However, we are unable to accept American Express.



INTERCARE—Recycling Unwanted Medicines.

Do you, a relative or friend have any unused/unwanted medicines stored away in a cupboard somewhere? In partnership with INTERCARE, a UK registered charity we can collect and ship these medicines to Africa.

If your medicines meet the criteria below please hand them to one of the receptionists:

- In date—at least 15 months to expiry date
- Fully packaged—no loose tablets
- No liquids

Thank you to everyone who has already contributed.

Triaging—What is it?

Some of you may already have come across the so-called triage Doctor at the surgery.



Triage is the word we use to describe making the decision on the priority of needs of a patient. We use it here at the surgery when people telephone in to request to see a doctor the same day. Previously when someone rang they would be offered a doctors appointment and that would be the end of it. These days however there seems to be such a pressure on appointments that it seems worthwhile for one of the doctors each day to speak to everyone who rings in order that we can prioritise the appointment requests appropriately. Many patients actually don't really need to see a doctor but some words of advice on the telephone will sort out a problem. Other people after speaking to the doctor may be booked in to see someone a few days hence. Many people of course will still be triaged to come and see the doctor that day and the doctor on the phone at that point in time will make them an appointment.

So when you ring up asking for an appointment the same day and are told that the triage doctor will ring you back, then that is the reason why.

Next Blood Donor Dates at Nearest Locations to Totnes:

At Totnes Civic Hall, High Street, Totnes. Thursday 29th January 1:30pm – 3:15pm and 5pm — 7:15pm.

At Paignton, Methodist Church, Tower Road. Friday 16th January, and Friday 13th February. All days are between 1:00pm—3:15pm and 5pm—6:45pm.

An appointment time can be pre-booked for the above sessions by either phoning 0845 7 711 711, or using their website: www.blood.co.uk Also ring this number if you are not sure if you are eligible to give blood.

