

# Newsletter for Patients

## Summer 2019

### Practice News

#### Staff notes

In June, we say goodbye to Dr Heather Midgley after 10 years in the practice. Heather joined us as a GP Registrar and has now been offered a partnership in her local area. We also say goodbye to Dr Antje Ronneberger. Antje has decided to pursue a freelance career and will also be working with Devon Doctors for the Out-Of-Hours service. We wish Heather and Antje all the very best for their future careers.

We are currently recruiting two salaried GPs and we are using this opportunity to increase the number of clinical sessions to help manage our increasing demand.

Dr Catherine Thompson returns from maternity leave on 10th June. Catherine is a qualified doctor who is now training to be a GP. Catherine will be in the practice on Monday, Wednesday and Thursday until January 2020.

Dr Kyle Stewart completes his GP Training with us in mid-June and leaves us to embark on his new GP career

Zoe, Reception Team Leader and Anna, HCA/ Receptionist have both now started their maternity leave and we look forward to welcoming them back in twelve months.

Jade has been seconded to cover the Reception Team Leader post which she previously job-shared and we welcome Sarah, Suzette and Becca to the team.

We say goodbye to Amy, of the Reception Team, who is moving to work for Devon CCG.

As part of our strategy to build on our resilience we are also currently recruiting to a new post of Deputy Practice Manager to provide support to our Practice Manager and Finance Manager. This will provide additional capacity to fully engage with our newly formed Primary Care Network (see page 2).

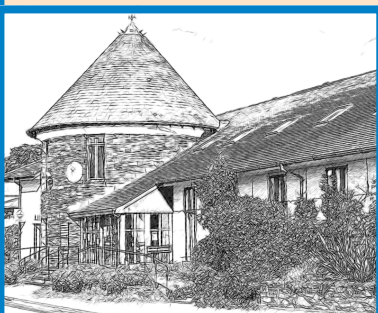
### New procedure available at Torbay Hospital

Suitable patients in Torbay and South Devon suffering from coronary artery disease can now undergo a life-saving procedure available at Torbay Hospital for the first time — also reducing waiting times for surgery.

*Rotablation* is where a tiny drill made of diamonds is fed through the patient's artery on a thin wire to remove calcified deposits in their coronary arteries. The patient requires only a local anaesthetic and can go home the next day.

For this new treatment, patients are chosen from a high risk group who have either been turned down for coronary artery bypass surgery or whose case is deemed too complex for conventional balloon stretch of the heart artery (percutaneous coronary procedure).

As well as providing state of the art treatment, the *Rotablation* technique shortens waiting times for elective procedures, reduces length of stay and avoids the need for transfer to other hospitals.



**Riverside Surgery**  
**Bovey Tracey**  
**01626 832666**

**Tower House Surgery**  
**Chudleigh**  
**01626 852379**



## Primary Care Networks

We have been working closely with the other practices in Newton Abbot as a Federation (named Templer Health) for several years now and we are pleased we will continue this collaborative and supportive working through a new contract known as Primary Care Networks (PCN). This is part of the NHS Long Term Plan which will provide additional funding to support the development of federations and networks.

The intention behind Primary Care Networks is to focus services around local communities and local GP Practices to help rebuild and reconnect the primary healthcare team across the area the PCN covers

Primary Care Networks are expected to cover patient populations between 30-50,000 patients (the proven number of patients/practices which are most likely to work successfully together, retain engagement and be more agile at decision making and delivery).

Due to the large patient population of Newton Abbot (currently 70,000 and growing), the Newton Abbot Federation has decided to form two Primary Care Networks. The two Primary Care Networks will continue to work together as a Federation and ensure patient services continue across the whole of the Newton Abbot area.

### Where our practice fits in

Our practice will form a PCN with Kingskerswell & Ipplepen Medical Practice and Albany Practice in Newton Abbot giving a patient population of 35,000 representing the West side of Newton Abbot and known as 'Newton West'. The remaining four practices will form a PCN known as 'Templer'.

As a patient of our practice you will still come to our practice for all of your appointments and the other services that we provide for you. This new contract will support us in diversifying and expanding our clinical workforce, with financial support towards funding for Pharmacists, Social Prescribers, Physiotherapists and Physician Assistants.

At a time when General Practice is under huge amounts of pressure with growing demand and a national shortage of GPs and Practice Nurses the opportunity to be able to expand and diversify our clinical workforce with support from NHSE is very exciting and positive and much needed.

Attached to each PCN is funding for Clinical and Management Leadership: this will be a small leadership team who will drive projects and work streams forward.

Each practice in our PCN will have a voice in the design and delivery of services and Dr Julia Gaffney GP Partner from Albany Surgery, Dr Keith Maybin GP Partner from Bovey Tracey will job-share a Clinical Director role. Rosie Muscott, Practice Manager at Kingskerswell and Ipplepen, will be the Management Lead and will work closely with the Clinical Directors to develop, design and deliver services within the PCN contract.

### The aims

Primary Care Networks are really to do with how GP practices and health care professionals interact with their patients, the aim being to improve the quality of care and to get the best value for money from NHS services.

### All the details

Much of the NHS information about PCNs is very technical in nature because it involves contracts for services. Nevertheless, if you are interested in reading about PCNs you might like to look at the FAQs (frequently asked questions) at:

<https://www.england.nhs.uk/gp/gpfv/redesign/primary-care-networks/pcn-faqs/>

or you can download PDFs:

<https://www.england.nhs.uk/wp-content/uploads/2019/04/pcn-faqs-000429.pdf>

<https://www.england.nhs.uk/wp-content/uploads/2019/03/pcn-faqs-may-2019.pdf>

## Supporting bereaved parents

Torbay Hospital maternity staff recently held an awareness session on providing support for bereaved parents, attended by Trust midwives, specialist charities and a bereaved mother, Kerry Hartle, who had a miscarriage at another hospital.

### Bereavement suite

Kerry, mother of three, lost her fourth child at birth and praised the bereavement suite at Torbay Hospital:

"Facilities here at Torbay look really good and that's needed everywhere. It was crucial to me to have precious time to spend with my baby Jessie after the miscarriage—that's why I opted for a medically managed miscarriage. I wanted to have the same

experience with Jessie as when my other children were born.

### Taking action after feedback

Midwife Anna Stewart organised the session and said "This session came about after feedback from maternity staff who said they felt there was a gap in provision of appropriate training for bereavement support. We know that sometimes staff are uncertain about what to say and do in case they make things worse for grieving parents through lack of knowledge."

The Trust hopes to hold more of these sessions in future, so that more staff feel confident in supporting bereaved parents.

## New free dementia and mental health project

A small amount of funding from South Devon and Torbay Community Grants Fund has been provided for Step One Services Ltd to trial free Saturday morning drop-in sessions for people with dementia and mental health needs and their carers.

The project was started in May and the aim is to run sessions offering refreshments, tea and coffee, and a range of activities including memory sessions, access to the internet, games, bingo, or just a chat, all in a safe place for your loved ones.

For people with dementia, the sessions take place from 9:30 a.m. until 12 noon on the first and third Saturdays of June and July (1st and 15th of June; 6th and 20th of July).

For people with mental health needs, the sessions take place from 9:30 a.m. until 12 noon on the second and fourth Saturdays of June and July (8th and 22nd of June; 13th and 27th of July).

If you care for someone with dementia or mental health needs and you'd like some time for yourself on a Saturday morning, your loved ones will be safe and will have a 2½-hour session designed for them.

Please phone **01626 202141** for more information and speak to Jamie or Debbie. All staff are trained, and DBS checked.

Step One Services Ltd is accredited by Devon County Council and registered with the Care Quality Commission

### Day Centre Community Support and Enabling

The Old Surgery, Market Square  
Newton Abbot TQ12 2QZ

Telephone: **01626 202141**

Email: [enquiries@steponeservicesltd.co.uk](mailto:enquiries@steponeservicesltd.co.uk)

Website: [www.steponeservicesltd.co.uk](http://www.steponeservicesltd.co.uk)

## To all patients on *Gabapentin* and *Pregabalin*

From April 2019, both of the above drugs have been reclassified as controlled drugs, meaning that your doctor can only supply you with a month's worth on prescription at a time.

The law change will mean the drugs are still available for legitimate use on prescription, but there will be stronger controls in place to ensure accountability and minimise the chances of *Gabapentin* and *Pregabalin* falling into the wrong hands or being stockpiled by patients.

## Vertigo (severe dizziness)

Vertigo is a specific type of dizziness which causes you to feel as if you or your surroundings are moving, even if you are completely still. Vertigo might occur for just a few seconds, a few minutes, a couple of hours or even for a few days. There are many disorders of balance. If you're suffering, you should see your GP for advice, treatment and referral to a specialist if necessary.

The website at <https://www.menieres.org.uk/information-and-support> has many pages of reliable information on vertigo, its causes and treatments.

## Local service for those suffering from depression and anxiety

Sharon Berkhout, MCIM communications manager, Devon Partnership NHS Trust has let us know about a new service.

From Monday 13th May, Devon's Depression and Anxiety Service (DAS) has been officially known as TALKWORKS and Mental Health Awareness week (13th-19th May) gave an ideal opportunity to launch the news publicly. TALKWORKS also incorporates the Talking Health Team—the specialist team working with people with long-term health conditions.

The way GPs and other healthcare professionals refer patients to the service remains the same. Patients can also self-refer online or over the telephone.

Leaflets and hand-out cards have been made available to GP practices to display in surgeries and

to hand to patients, and practice managers have also been given information about TALKWORKS to add to practice websites and display screens.

Other changes to the service include a single telephone number—**0300 555 3344**—and a new TALKWORKS website at [www.TALKWORKS.dpt.nhs.uk](http://www.TALKWORKS.dpt.nhs.uk), which went live during Mental Health Awareness Week.

The new name and branding will reach a much wider population and enable people with a mild to moderate mental health difficulty to access help at an earlier point.

TALKWORKS is the local delivery of the national IAPT (Improving Access to Psychological Therapy) programme across Devon, excluding Plymouth.

**If you would like to have a copy of this Newsletter in a different format to make it easier to read, please contact the Practice.**



## The Accessible Information Service: Communication Support Card

Do you or the person you care for need better access to NHS information or require help when communicating with NHS staff?

The Accessible Information Standard came into force in 2016 and applies to all organisations that provide NHS care and/or publicly funded adult social care. The aim is to ensure that information on health and social care is accessible for all, in line with the Equality Act 2010.

### Our local service

The Accessible Information Service, part of Torbay and South Devon NHS Foundation Trust, is a new service which will be launched during the summer. The service aims to implement the Accessible Information Standard by helping patients, service users and their carers:

- ❖ to be given information in formats which they can understand
- ❖ to receive appropriate support to help them to communicate.

### Communication Support Card

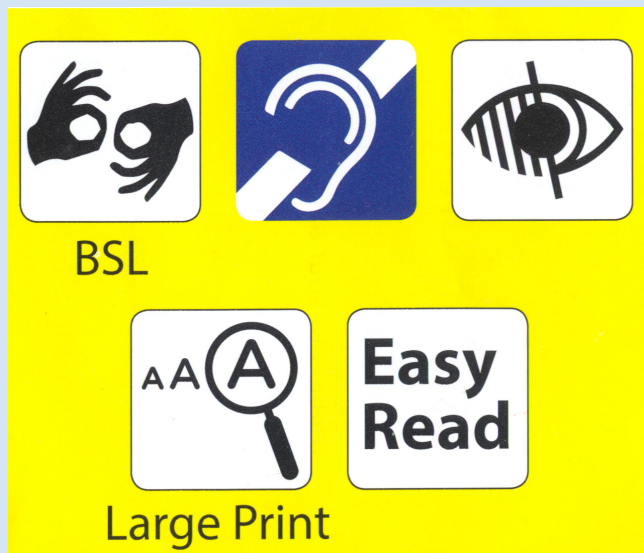
One of the ways in which the new service can help with communication is by providing a Communication Support Card for use at hospital appointments or other interactions with NHS staff. The cards are about the size of a credit card. The person needing help with communication can show their card to indicate what kind of help they need.

To request your or your cared-for person's information in a different format or to ask for communication support, please contact the Accessible Information Service (details below). They will:

- ❖ ask you about your communication or information needs (they will be able to send you an application form for a Communication Support Card)
- ❖ record your needs in your hospital and social care records
- ❖ send you a Communication Support Card which you will be able to show to staff at appointments.

### Contact Details

For further details about the Accessible Information Standard or to apply for a Communication Support Card please visit this website: <https://www.torbayandsouthdevon.nhs.uk/about-us/equality-and-diversity/accessible-information-standard/>



<input type="checkbox"/>	BSL
<input type="checkbox"/>	Large Print
<input type="checkbox"/>	Hearing Impaired
<input type="checkbox"/>	Easy Read
<input type="checkbox"/>	Braille
NHS Number <input type="text"/>	
If found contact 0300 456 8373	

You can also contact the Accessible Information Service via:

Telephone: **0300 456 8373**

Email: [tsdft.accessibleinfo@nhs.net](mailto:tsdft.accessibleinfo@nhs.net)

## More than 95% of our patients let us know if they can't attend for their appointments—and we can then give the appointments to other patients.

You can cancel your appointment easily by phoning us on one of the numbers shown below or by going to our website <http://www.towerhousesurgery.co.uk> and

clicking on the button **Cancel an Appointment** or, if you've registered to use SystmOnline you can cancel your appointment after logging on as usual.

**Riverside: 01626 832666**

**Tower House: 01626 852379**

## A free service from Age UK

Ruth Lowe, who manages Age UK's national telephone friendship service, *Call in Time*, has let us know how this very useful service works.

*Call in Time* is a free telephone friendship service for people aged over 60 who would like to be matched with a trained volunteer to have a regular friendly chat once a week. It's a great and safe way to make a new friend, all from the comfort of your own home.

### How it works

- ❖ Free weekly calls from a volunteer for up to 30 minutes
- ❖ Find and make a new friend to share experiences with
- ❖ Older people are matched with a friendly volunteer who shares similar interests and hobbies

- ❖ Everyone's safety is protected because the service automatically connects older people with their telephone friend which means no personal telephone numbers need to be exchanged

Ruth says that Age UK is really keen to reach more lonely and isolated older people with their service.

### How to start

- ❖ You sign up and register interest.
- ❖ Age UK assesses your profile (or the older person you're referring)
- ❖ You are matched up with a suitable volunteer
- ❖ Age UK then connects the volunteer to begin weekly calls

You can find out more details about the service from: <https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/>

## It's OK to ask about clinical research

Research is part of the core work of the NHS. Within its constitution NHS England has pledged to inform patients of research studies in which they may be eligible to participate. This pledge aims to give people better access to the potential benefits of taking part in research studies including clinical trials.

Doctors use clinical research studies to compare current treatments with potentially better ones, so that the care offered to NHS patients can be continually improved.

People who take part in studies often feel that they are taking an active role in their health care and also

helping to identify the best treatments for their condition.

Our practice has been involved in many research projects and this will continue.

If you have a medical condition and are undergoing treatment, you are welcome to ask your GP, nurse, or consultant about clinical research and whether it might be right for you.

You can find more details about clinical research at <https://www.nihr.ac.uk/>



## Social activities in Bovey Tracey: interests can help keep you healthy

*Bovey Community Care* organises many local activities. Here are some examples (some of which involve a payment to take part):

*Over 60s Club*, a social group for older people. Activities include meeting weekly in Wickham Hall, Ashurton Road, on Wednesdays from 2p.m. to 4p.m. More information is available from Helen Cowell **01626 683602**.

*Bovey Tracey activities for those over 55*. Held at the Phoenix Hall, St. John's Lane. Many activities including coffee mornings, keep fit, chess, flowers, bridge, music, table tennis, book club, singing, Scrabble, carpet bowls. More information from Kath Yates (**01626 830809**) or Rosemary Barker (**01626 821698**).

*Memory Cafe*. Held by the Alzheimers Society at the Methodist Church Hall on the first and third Wednesday of the month. Contact: **0300 123 2029**.

*Teign University of the Third Age (U3A)*. Details from Ian Alexander, **01626 835424**. The U3A was founded over 35 years ago. The UK U3A movement

(based loosely on the French model) aims to encourage groups of people in their third age to come together and continue their enjoyment of learning in subjects of interest to them.

Have a look at: <https://www.u3a.org.uk/>

*Ladies' Lunch club*.

Details from Pauline Noon, **01626 833205**.

*Bovey Community Choir*.

Details from Steve Brown, **01626 834855**.

*Bowling Club*. Held at the recreation ground, Newton Road, throughout the summer (and during other periods of good weather). Details from Peter Martin **01626 830647** or [boveytraceybowlingclub.org.uk](http://boveytraceybowlingclub.org.uk).

For information on local activities and well-being support (including end of life and dementia), contact:

Jayne Edwards

[jayne.edwards16@nhs.net](mailto:jayne.edwards16@nhs.net)



## All of our patient leaflets can be downloaded

All the leaflets we've produced for our practice are not only available for collection from Reception but they can be downloaded from our website. All you have to do is go to the following link and

download one or more of them:

<https://www.towerhousesurgery.co.uk/pages/Leaflets>

## New NHS app enables you to interact with our Practice

The NHS app is a new, simple and secure way to access a range of NHS services on your smartphone or tablet.

### What the NHS App does

You can use the NHS App to:

- ❖ check your symptoms
- ❖ find out what to do when you need help urgently
- ❖ book and manage appointments at your GP surgery
- ❖ order repeat prescriptions
- ❖ securely view your GP medical record
- ❖ register to be an organ donor
- ❖ choose how the NHS uses your data

The NHS App is being gradually rolled out across England now and you can download it—for Apple from the App Store and for Android from Google Play.

Our practice in Bovey Tracey and Chudleigh are already connected to the system, so our patients are able to use the app if they wish.

If you're reading this and you're not one of our patients, you can check if your GP surgery is connected when you open the app for the first time. If your practice is not connected, you can register your email address and you'll be notified when they go on line. Alternatively, you can check out the list of connected surgeries by visiting [https://assets.nhs.uk/prod/documents/NHS\\_App\\_Connected\\_Surgeries\\_20190514\\_1SUhY9e.ods](https://assets.nhs.uk/prod/documents/NHS_App_Connected_Surgeries_20190514_1SUhY9e.ods).

All NHS surgeries are expected to be connected by the beginning of July this year.

### Keeping your data secure

When you register in the app, a number of checks will be carried out to confirm your identity. The app will then securely connect to information from our practice.

To keep your access secure, a security code will be sent to your phone each time you use the app.

### Get help with the app

If you have any issues using or downloading the app, check the NHS App help and support page at <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help-and-support/>



## New website for Devon sexual health services

A new website has been launched for sexual health services across Devon. You can find the new website at:

<https://www.devonsexualhealth.nhs.uk/>

The sexual health service managed by NDHT, previously known as 'the centre', has been renamed 'Devon Sexual Health' following feedback and testing with service users and public. The rebranding of the service will make it easier for patients to access the service and will also help to support open and frank conversations about sexual health.

The new website makes it easier to find information and advice. Also, it's now much simpler to book appointments.

The website includes:

- ❖ Online triage—answer a few quick questions to be directed to the most appropriate information based on your needs
- ❖ Up-to-date information and advice about contraception and sexually transmitted infections
- ❖ Available services—pick the service you're looking for, type in a postcode and find the nearest clinic, pharmacy or health centre to you
- ❖ The latest news about sexual health—Have you heard something worrying online or in the news? Check our blog or social media for responses to topical issues
- ❖ Web chat—ask questions, online, during specified times
- ❖ Professionals' area—if you're a medical professional you can find supporting information on sexual health and contraception.

## Looking after your eyesight

It's important to have your eyes regularly examined, once a year if possible, particularly as you get older. Your optometrist (optician) is highly trained not only to prescribe glasses or contact lenses if you need them, but will also be able to do some vital checking of your health by looking in detail at the back of your eyes.

Most optometrists now have access to cameras and specialist scanners which can record and save pictures of the structures in your eyes and this makes it easy to spot any changes which might be occurring year on year.

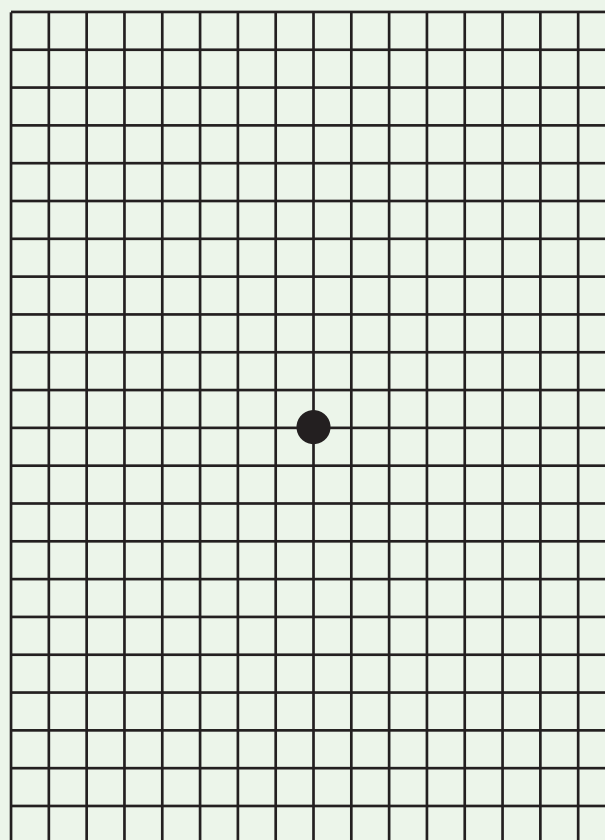
### Macular degeneration

One of the risks as we get older is that we might develop macular degeneration. The macula is a part of the retina, the light-sensitive area at the back of your eye, and is responsible for your central, detailed vision.

One of the first signs of macular degeneration is distortions in sight. There's an easy way for you to monitor your vision and detect changes. All you need in order to do this is an Amsler Grid—this is nothing more than a series of lines on a chart like the one shown here on the right.

Hold the Amsler grid at eye level about 30cm or 1ft from your eyes. Wear your usual reading glasses if needed, but NOT varifocals. Cover one eye and look at the central dot in the grid. If any of the lines appear wavy, distorted, fuzzy, or have gaps, it would be a good idea to talk to your optometrist or GP immediately.

More information is available from the Macular Society (the trading name of the Macular Disease Society, a registered charity). For help and information, phone **0300 3030 111** or visit the website [www.macularsociety.org](http://www.macularsociety.org).



**You can order your repeat medication up to two weeks in advance.**  
**Why not sign up to do it on-line?**  
**Ask Reception for our leaflet on how to set up online access.**

## Free HANDi paediatric app

### Not sure what to do when your child is unwell?

NHS organisations in Devon have launched a new mobile app which will give parents in Devon up-to-date advice about common childhood illnesses and how to treat them.

NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NHS NEW Devon CCG), Northern Devon Healthcare NHS Trust (NDHT), the Royal Devon and Exeter NHS Foundation Trust (RD&E) and Plymouth Hospitals NHS Trust (PHT) have worked in partnership to launch the app.

The HANDi paediatric app—developed by Taunton and Somerset NHS Foundation Trust—is now available to download for free on to any Apple or Android smartphone or tablet—for Apple from the App Store and for Android from Google Play.

### Expert advice viewed on tablet or phone

The HANDi app gives you up-to-date expert advice about common childhood illnesses and how to treat them.

We know you generally don't want to take your children to A&E unless it's absolutely necessary—but you might end up there because you are not sure what else to do.

The app has been designed as a way to reduce the number of children and young people who visit A&E, but need no treatment.

It has been developed by paediatric consultants and will give you access to home care plans, as well as GP and hospital clinical guidelines, for the most common childhood health care concerns. The app contains

information about when and how to ask for help, along with what to expect when your child is being assessed.

### Gain confidence

It is hoped that the app will give you more confidence in dealing with the more minor conditions yourselves at home.

The conditions covered are:

- ❖ Diarrhoea and vomiting
- ❖ 'Chesty baby' illnesses, such as bronchiolitis, asthma and croup
- ❖ 'Chesty child' illnesses, such as wheezing and asthma
- ❖ High temperature
- ❖ Abdominal pain
- ❖ Common newborn problems

### Finding the best course of action

The app takes you through a series of questions about the symptoms your child is experiencing and then advises on the best course of action, whether that is to treat at home, to make a GP appointment, or to head to A&E.

Of course, you should always seek further help where necessary. The app is really about ensuring children are cared for in the most appropriate environment for their condition.



## The Makaton sign language

You might have heard a mention of Makaton and wondered what it's all about. Here's some information provided by the Makaton charity (<https://www.makaton.org/>):

- ❖ Being able to communicate is one of the most important skills we need in life. Almost everything we do involves communication; everyday tasks such as learning at school, asking for food and drink, sorting out problems, making friends and having fun. These all rely on our ability to communicate with each other.
- ❖ Makaton is a language programme using signs and symbols to help people to communicate. It is designed to support spoken language and the signs and symbols are used with speech, in spoken word order.
- ❖ With Makaton, children and adults can communicate straight away using signs and symbols. Many people then drop the signs or symbols naturally at their own pace, as they develop speech.

- ❖ For those who have experienced the frustration of being unable to communicate meaningfully or effectively, Makaton really can help. Makaton takes away that frustration and enables individuals to connect with other people and the world around them.

### How we could help

Our Practice has been asked to consider using permanent or temporary Makaton signs around our building to provide reassurance for those patients who communicate only or mainly via Makaton. For example, when such a patient is due at the surgery to see a doctor, we could put the Makaton symbol for Doctor on the door of the room in which the patient will be seen.



### What do our patients think?

If you would like to express any views on the above idea, please contact our Practice Manager Amanda Coleridge by phone or email: [contact.btcp@nhs.net](mailto:contact.btcp@nhs.net).