

Chillington Health Centre Newsletter



Every Tuesday from the 7th December the whole practice will close from 1pm to 2pm. This will enable staff training, practice meetings, team meetings etc to take place. If you have a medical emergency the advice is no different—dial 999. If you feel your problem is urgent a staff member will be assigned to answer the phone but they will not be dealing with any non urgent queries. If your call is non urgent you will be asked to ring back at 2pm when the practice is fully operational again.

Repeat Prescribing:

In order to follow NHS and Local PCT guidance repeat prescription issues will, in most cases be for a 28 days duration. This is to reduce prescribing costs by reducing wastage.

Medicine waste is a serious issue across the NHS. For example: if a person has a 3 month supply of medication which is then stopped for any reason after 2 weeks, then 2 and half months supply would be wasted. We are not allowed to re-use returned items even in packs which have not been opened. In years past we used to pass on some unused medicines to charities for use in less affluent countries but UK and European regulations now forbid this.

A small proportion of items are routinely issued for longer periods, such as oral contraception, but these are the exceptions. We try to be flexible to individual's needs but have to work within the guidelines.

The review date on repeat prescriptions is a safety mechanism requiring the responsible doctor to review the repeat prescription at this time so medicines are not repeated inappropriately for prolonged periods. It is often, but not always, necessary for a doctor or practice nurse to see the patient around the time of the review date.

We are among the most cost-effective prescribing practice in Devon but still have large numbers of unused items returned to us and this represents only part of the waste as many unused items are not returned. We therefore appreciate everyone's cooperation in this area.

What do we do with your information?

All patients using , accessing and registered for NHS services have anonymised demographic data used to develop and enhance healthcare for all. Individual patient information is not used in this instance. Should you wish to know more about uses of your data please call in to the surgery and collect leaflet "Your Guide to what we do with Your Information." We are now a Research approved practice and should you fall in to any groups we are currently recruiting to, you will be asked for your explicit consent.

Services at the Surgery—SATS!

We are continually looking at ways to improve the services we are able to provide to our patients. The doctors and staff work closely with the SCOF committee to ensure that we can implement and develop more services for you. Our latest recruits (funded by SCOF) are a Podiatrist and a Pharmacist. These are part time appointments of 8 hours per week but provide an invaluable contribution to the practice and patients directly and indirectly. The current waiting times for podiatry for our patients on the NHS is 12 Months. The pharmacist is looking at individual patients medication list in order of priority—over or under use of medication, multiple medication which may not be required, and offering support to patients who wish to discuss their medication in more detail.

Issue—December 2010

Special points of interest:

- New opening times
- Repeat Prescribing
- What do we do with your information?
- New Services at the surgery
- Useful Contact Numbers
- Dr Harvey's Sabbatical
- What is a Podiatrist
- Book appointments on line
- Dispensary Corner
- Thank You!

Useful Contact Details:

Chillington Health Centre Orchard Way Chillington Devon TQ7 2LB

**Tel: 01548 580214
Fax: 01548 581080**

**Website:
www.chillingtonsurgery.co.uk**

**Repeat medication Line:
01548 581144**

**Scof Transport:
10am—12md
01548 581181**

Dr Harvey is taking a sabbatical for 3 months from November to test her fitness. She and her husband will be taking part in a 24 hour navigational running event (Rogaine) in New Zealand.

Dr Gill Walter will be seeing her patients whilst she is on leave.

Dispensary Corner

The dispensary seems to get busier by the minute! We aim to turn routine repeat medication requests around in 2 working days. This is not possible if your review is over due as your request has to be sent to the doctor for approval. You can tell if your review is due by looking on your repeat list where it will be clearly visible. It is really helpful if you order your medication either by placing your request in the green request bin at reception or by telephoning the repeat medication line 01548 581144 (24 hours a day). Surgery times are our busiest periods so if you need to collect medication these are best avoided. We do close from 1pm–2pm each day. It is not helpful or fair on other patients if you order your medication at 9am and then ring to see if it is ready at 5pm—this takes us away from our planned turnover times. If you have run out of your medication please let us know and we will always do our best to ensure we can prioritise your order BUT we do expect patients to take responsibility for ordering their medication in good time.



Practice Podiatrist—Chris Baully

I've been working at Chillington for 3 months now and so far so good, for me at least! I'd like to thank patients and staff for making me feel so welcome. The Health Centre is such a friendly place to work, the only downside is my caffeine intake has spiralled through the roof with copious cups of coffee being brought to me throughout the day!

The most common question fired at me during my time here is "What's the difference between a Chiropodist and a Podiatrist?" to which I usually reply "Spelling!!". This response isn't quite as flippant as it sounds. There is no difference between a Chiropodist and a Podiatrist.' Podiatrist' has been the term used for 'Chiropodist' in other English speaking countries, and several years ago the UK decided to adopt the same title.

As a Podiatrist, with over 25 years of experience, I deal with the assessment, diagnosis and treatment of conditions of the foot. I treat people with arthritis, diabetes (assessing foot circulation and sensation) and sports injuries. I prescribe insoles to rectify gait abnormalities, and help with advice on footwear. I also manage nail conditions and perform nail surgery, using local anaesthetics and a chemical called phenol to prevent the problematic part of the nail from growing back. Corns and callous, fungal infections and verrucae (warts on the foot) are also other problems that I see in the clinic. All very glamorous!!

People of all ages attend my clinic but chiropody is particularly important in assisting the more mature members of the community in staying mobile and, therefore, independent, and on this note I have been extremely impressed by the agility of so many of my older patients, in particular an 89 year old lady who surprised me by leaping on to the couch with the grace and flexibility of a gazelle!! There must be something in the South Hams water because you really seem to be a very fit lot, and hopefully in my role as Practice Podiatrist I will help keep you on your feet for many years to come!!

We Are on the Web!

WWW.CHILLINGTONSURGERY.CO.UK

We have just launched our online appointment booking service. This is for use by patients who have registered with the practice to use this service and is in addition to all the usual methods! Patients who wish to register for this service will have to come into the practice, produce photographic identification, either a driving licence or passport and answer some simple questions to confirm their identity. You may feel this is

an unnecessary check but I am quite sure you can see the logic of someone just coming in and saying they are you!! Especially if we develop the service at a later date to incorporate repeat medication requests.

latest technology, and making it available to an ever-changing population. We aim to keep our website current and hopefully provide useful information for our patients.

If you wish to register for this service please apply in person to reception, with the required identification, and the staff will be happy to help.

We appreciate that not all our patients will wish to use this service but as a practice we always aim to keep abreast of the

Thank You!

We would like to thank all our patients for their ongoing support. This includes the SCOF trustees, transport coordinators and the volunteer drivers who give up their time so freely. We know they always need more drivers so if you can spare a little time occasionally to help others, we would all be grateful. We would like to Wish you all a Merry Christmas and a Healthy 2011!