

November 2016



# Townsend House Medical Centre Newsletter

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## Staff News

**Amy Dare** - Amy has joined the Practice under the Apprenticeship Scheme, she will be training for Level 2 NVQ in Business Administration and working closely with Elly Potter, Practice Manager.

### **Catherine Hilton—Community Pharmacist**

Townsend House Surgery and Sid Valley Medical Practice are delighted to announce that they are jointly employing a clinical pharmacist to work alongside the doctors and nurses in the 2 practices. Catherine started at the end of September and will offer patients long term conditions such as diabetes or hypertension medicines reviews and other medicines reviews and other medicines reviews and other related medicine related support, including discussing side effects. She can also help patients with their medicines following a stay in hospital. Having a pharmacist working at our Surgery will increase the available GP appointments and provide valuable medicine support.

### **Seaton Hospital**

NEW Devon CCG has proposed 4 options to close community hospital inpatient beds. Out of the 4 options only one will be chosen, their preferred Option is A.

- Option A Beds at Tiverton (32), Seaton (24) and Exmouth (16)
- Option B Beds at Tiverton (32), Sidmouth (24) and Exmouth (16)
- Option C Beds at Tiverton (32), Seaton (24) and Exeter (16)
- Option D Beds at Tiverton (32), Sidmouth (24) and Exeter (16)

There will be a public consultation taking place between 7 October 2016 and 6 January 2017. The Practice is encouraging everyone to vote and to make their opinion heard. Voting forms and an example letter of support are available from Reception, these can either be posted to the address on the form or returned back to the Practice.

## Flu Vaccinations

The flu vaccine is recommended for anyone aged 65+ or anyone in an 'at risk category.'



### At risk categories:

- Cancer patients
- Carers
- Chronic obstructive airways disease (COPD)
- Coronary heart disease
- Diabetes
- Immunosuppressed patients
- Pregnant patients
- Splenectomy
- Stroke

If you are unsure of your eligibility or would like to book an appointment please contact the surgery on 01297 20616. Please note we are not able to offer private flu vaccinations to those outside of these categories.

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## Shingles / Pneumococcal Vaccinations

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. Pneumococcal vaccinations are available to three groups of people: babies, people aged 65+ and anyone aged of 2 to 65 with a long-term health condition. To check your eligibility please contact the surgery on 01297 20616.



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## SMS text messages and Emails

Help us by keeping your contact details up to date. We are able to use SMS text messages and/or emails to send reminders and surgery news to patients.



We have attached a form should you need to amend our details.

## Accessible Information Act:

Are you aware the surgery is able to offer the following services for patients:

- Large print documents and forms
- Interpreter services / translator
- Forms in 'easy to read' format
- Communicating via text message or email rather than by letter



Do you have trouble communicating? Is there something the surgery could do to help you? Please let us know and we will work together to improve care / services for our patients.

## Medicines for Self-Care:

Did you know there are many medicines for non-urgent medical complaints that are cheap and easily accessible without the need to see a GP.

Many pharmacy's are now able to offer medical advice / treatment for minor ailments such as urinary tract infections etc. There is no need to make an appointment to see a pharmacist and many of them are open during the weekend / later evenings.

Here are just a few examples of medical complaints they can help you with: hayfever / allergies; indigestion and heartburn; Rashes / dry skin, teething, thrush and travel medicines.

## Surgery Website

Please visit our newly re-designed website:

[www.townsendhousesurgery.co.uk](http://www.townsendhousesurgery.co.uk)



Here you can keep up to date with all surgery news; book / cancel appointments; order repeat medication; explore the services we offer and find self-help articles for common ailments such as colds.

## 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](http://www.townsendhousesurgery.co.uk)

**Facebook:**

[www.facebook.com/Townsendhousesurgery](http://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