

THE BLACKDOWN PRACTICE SPRING NEWSLETTER 2017

BLACKDOWN
Support
GROUP

REG. CHARITY 1013514

Thank you from the BSG

A huge thank you to all our volunteers and friends who support the work of the Support Group.

We were thrilled that the services of the group were celebrated recently with an award from NHS England for our work; reducing the workload of the GP practice.

If you would like to support us, just pick up a leaflet from the practice, or contact Barbara Starkiss on 01823 681036.

Parking in the ambulance bay



We understand that our car park can be very busy at times however can we please ask that people do not park in the ambulance bay just at the front of the surgery in Hemyock. There appears to have been an increase in the numbers of people parking in the bay while they go in to collect a prescription or book an appointment. While it may seem that this only takes a matter of minutes, it has the potential to cause difficulties in the event of an ambulance being requested to urgently attend an incident at the surgery and could delay the treatment of a seriously ill patient. Thank you for your understanding and co-operation.



Easter break & May Day

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|--------------|------------------|
| Fri 14 April | Closed |
| Sat 15 April | Open at Hemyock* |
| Mon 17 April | Closed |
| Tue 18 April | Open as usual |
| | |
| Sat 29 April | Open at Hemyock* |
| Mon 1 May | Closed |
| Tue 2 May | Open as usual |

*Please phone before coming to the surgery.

The Out of Hours message will be activated once our appointments are full.

If you have an urgent medical need, which cannot wait until the surgery re-opens, please telephone **NHS 111**.

Repeat Prescriptions at Easter

Please help our dispensers by ordering your medicines early.



As usual please allow at least 3 working days between ordering and collection.

Card machines

Following feedback from patients, we are now looking into the use of debit card machines as an additional method of payment. Early quotes suggest that the costs could be prohibitive as the vast majority of our services are provided for free but we will persevere.

Nursing update

Goodbye and good luck—we were sorry to bid farewell recently to several members of the nursing team. Nurse, Joy Childs, had worked for the practice for over 20 years, starting her career here as a nurse and later becoming Nurse Manager. In more recent years she worked closely with District Nurse, Penny Browning, on the Long Term Conditions Project. She will be greatly missed by all who knew her. Health Care Assistant, Karen Grabham, had been at the practice for over 10 years and her gentle manner will be missed by colleagues and patients alike.



Anticoagulation clinics—the practice currently runs 4 anticoagulation clinics each week. You will be seen by a nurse at these clinics:-

Dunkeswell Tuesday mornings

Churchinford Wednesday mornings

Hemyock Wednesday & Friday mornings

Most other blood tests can be performed by a Health Care Assistant in a routine clinic. Anticoagulation appointments and blood tests are both allocated 10 minute appointments. If you feel you may need a longer appointment e.g. you need ear irrigation as well as a blood test or a dressing as well as an anticoagulation appointment, please advise the receptionist when booking so that the correct amount of time can be allocated.

Insulin devices—if you are contacted directly by a manufacturer or other organisation to try using a different insulin therapy system, you should first discuss this with your diabetes practice nurse to avoid risk of hyperglycaemia, hypoglycaemia or diabetic ketoacidosis.

Child Sexual Exploitation Awareness 2017

Plymouth, Torbay, Cornwall and Devon Safeguarding Children Boards have teamed up to promote awareness of Child Sexual Exploitation (CSE) to parents.

To coincide with Child Sexual Exploitation Awareness Day on 18 March led by national charity Network Group (NWG) all the Boards, working with Devon and Cornwall Police, local authorities and charities including Barnados, NSPCC and Northern, Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG), are making parents aware of what signs to look out for in case their child is at risk of being sexually exploited.

Sexual exploitation is a type of child abuse. It puts a young person at huge risk of damage to their physical, emotional and psychological health.

Signs to look out for include unexplained gifts or money, excessive or secretive use of mobile phone, self-harm, significantly older friends or playing truant / going missing.

For more information about CSE, visit the new dedicated webpage for Devon and Cornwall at <https://www.devon-cornwall.police.uk/cseawareness>

www.theblackdownpractice.co.uk