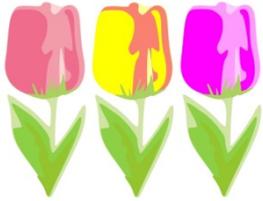


# ***THE WESTBANK PRACTICE STARCROSS AND EXMINSTER SURGERIES***

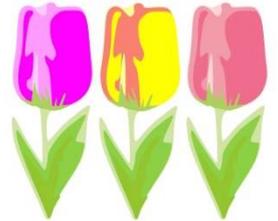
Starcross: 01626 890368

[www.westbankpractice.com](http://www.westbankpractice.com)

Exminster: 01392 833230



## ***Welcome to our Spring/Summer Newsletter 2017***



### **DO WE HAVE YOUR MOST UP-TO-DATE CONTACT DETAILS?**



It is important for us to have your most up-to-date contact details on our records - so if you have recently updated your mobile phone, please ensure you let us have the new telephone number! Please also let us know if you have moved or changed email address.

### **DEMENTIA FRIENDLY GP SURGERY**



We were delighted to welcome Gina Awad, Exeter Dementia Action Alliance Lead and Dementia Friends Champion, to the surgery earlier this year. Gina delivered a training session to 26 staff on how we can be a dementia friendly surgery.

We would like to thank Kenton Dementia Friendly Village Group for providing the practice with dementia-friendly clocks.

Did you know - There are over 850,000 people living with dementia in the UK? This figure will increase to over a million by 2021. Dementia is the biggest health and social care challenge of this century. For more information, support and advice about dementia go to [alzheimers.org.uk](http://alzheimers.org.uk). For more information on Dementia Friends go to [dementiafriends.org.uk](http://dementiafriends.org.uk).

### **CAR PARKING**

As we are sure you are aware, there is limited space available for parking at both Exminster and Starcross surgeries. Unfortunately, the car parks are being used by people who are not attending the surgery for an appointment. We do not want to bring in external car park patrols like other surgeries, but will consider this if the situation does not improve. A chain and lock will be installed at Starcross surgery in the near future and this will be locked evenings and weekends.



**Please do not park in the surgery car park unless you have an appointment in the surgery**

## Next of Kin

We know it's difficult to think of a time when you may not be able to deal with your medical problems but it is a good idea to nominate a person who will be your "next of kin" contact. This can be a family member or a friend. We will be asking patients for details of their next of kin when they ring to book appointments in order to ensure their records are updated.

### **Text (SMS) Reminders**

We are now using this facility to send appointment reminders, annual review invites and information about flu clinics.



If you haven't already provided us with your mobile number, or you need to update your number, please speak to a member of staff or access our online services through our website to update your contact details.

If you have provided us with a mobile number we will use SMS messaging to contact you as appropriate - unless you tell us otherwise.

### **SystemOnline**

Have you registered for online services? This free, easy to use service allows you to view your electronic medical record as well as booking appointments and managing medication.

Please ask a member of staff for a SystemOnline registration form.

### **MESSAGE FROM DR LIZ EVANS**



This is a short note to say a temporary good bye. After a lovely 18 months at the practice, I am taking 'time out' to have a second baby, as of May. I anticipate that I will be away from the practice for a year. From September 2017

Dr Nicki Bamber will be returning to Westbank to cover my maternity leave. She previously worked here during a Registrar post, so is excited to be with us again! Thank you to those who have wished me well or shared pearls of wisdom as I embark on balancing toddler and new-born. I'm sure, when it comes around, returning to the practice will feel like a relative break - see you on the other side!

## **Have Your Say to Improve Your Care - The Friends and Family Test**

We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the practice. Please take a few minutes to complete our online questionnaire which you can access through our website or complete one of the cards available in our waiting rooms.

### **Westbank Practice PPG Diabetes UK Group**

Our support group exists to provide patients in our practice area who have Type 2 diabetes with information to help them care for themselves. We have a wide and diverse set of speakers and ANYONE is welcome to come along if the subject interests them.

Our next speaker, Colin Greaves from Exeter University, will be sharing with us the research about weight loss. He will be telling us what works and why. He will also be sharing the facts about how to maintain our weight when the pounds have been shed. Interested? You are welcome to join us on **Tuesday 2 May 2017 (7pm-9pm)** in the meeting room at the Westbank Healthy Living Centre. Watch out for our posters for further meetings.

### **ALL WELCOME**

### **Advance notice of 2017 flu clinics**



The flu clinics will be held on Saturday 16 September 2017 at Exminster and Saturday 23 September 2017 at Starcross between 8.30am and 12.30pm

### **Art in the Surgery**

We would like to thank the local "Art by the Harbour" group for the pictures that have been displayed in the surgery. These have been enjoyed by patients and staff and have brightened the surgery walls at both Starcross and Exminster practices.

## **APPOINTMENT BOOKING SYSTEM**

At our surgery a certain number of appointments are available to book for both the doctors and the nurses up to four weeks in advance. Once all of the pre-bookable appointments have been taken there will be a number of appointments available to book on the day for any of the doctors. These appointments are only released ON THE DAY of the appointment and NOT before. In addition, every day, there is a duty doctor available in the afternoon for emergency appointments; on a rota basis between Exminster and Starcross. This may not be your registered GP and you may be asked if the Nurse Practitioner can help you.

It is essential a proportion of appointments are available to book on the day to ensure urgent slots are available.

Most of the practice nurses and phlebotomist appointments are available to book in advance with a very limited number kept for same day appointments.

If you are aware you need to see someone ahead of time it is advisable to try and book an appointment in advance. Leaving it until the day in question to book the appointment may make it less likely we will be able to accommodate your needs.

You can of course use our online booking service which is available via our website at **[www.westbankpractice.com](http://www.westbankpractice.com)** . If you are not registered for this service please pop in to reception to collect the registration forms, or download them and bring them to the surgery with your ID and we will set you up for this service.