

# THE BLACKDOWN PRACTICE WINTER 2011

## Patient Group

We have, over many years, worked with a number of patients who act as 'critical friends' to help us consider how we may improve and develop the services we provide.

We would like to extend the membership of the group to encourage more patients to give their view as to how the Practice is performing. However rather than meeting face-to-face as this will be hard to organise for what we hope will become a much larger group we would like to be able to send updates, surveys and invite general comments on new services or Practice-related issues using standard mail, e-mails or via the Practice website, depending on which method individuals prefer.

If you are interested in being involved in our patient group please complete the form that is available from reception.

Further information and the form are also available on our website

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

Your opinion is very important to us and we look forward to working with you to develop our services for our patients.

## What will 2012 bring?

Karen Button, our Practice Manager, is giving a talk at the Healthy Living Centre in January outlining:

- Changes in the NHS and what these may mean for the Practice;
- Plans for changing the system of review of patients with long term conditions;
- How the Surgery is run (and why it is run the way it is);
- Future plans for the Practice.

There will be an opportunity to ask Karen questions and to feedback your views.

Exact dates to be advertised shortly. There will be one day-time and one evening session.



## Christmas & New Year

The Practice opening hours over the bank holiday are as follows:-

|                   |               |
|-------------------|---------------|
| Sat 24th December | Open*         |
| Sun 25th December | <b>Closed</b> |
| Mon 26th December | <b>Closed</b> |
| Tue 27th December | <b>Closed</b> |
| Wed 28th December | Open as usual |
| Thu 29th December | Open as usual |
| Fri 30th December | Open as usual |
| Sat 31st December | Open*         |
| Sun 1st January   | <b>Closed</b> |
| Mon 2nd January   | <b>Closed</b> |
| Tue 3rd January   | Open as usual |

\* Open 8am-11am. We will have a few extra 'book on the day' appointments - please phone before coming to the surgery.

The Devon Doctors Limited message will be activated once our appointments are full. Their telephone number is:

**0845 671 0270**

For healthcare advice you can also phone NHS Direct on **0845 46 47**.

## Repeat Prescriptions at Christmas

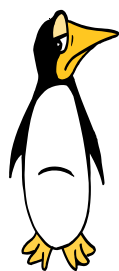
Please help us during this busy time by ordering your medicines early.

Please allow at least  
**3 working days**  
before collection.



## Keep Warm & Keep Well

Now is a good time to start preparing for winter. Follow the steps to below to ensure you keep yourself warm & well:-



- Book an appointment for a flu vaccination if you have been invited to have one.
- Ensure your home is adequately insulated & kept warm.
- Protect your water pipes.
- Stock up with food & medication & eat well.
- Look out for vulnerable neighbours.
- Check your entitlements & benefits.

You will shortly be receiving a leaflet from the dispensary asking you to request your repeat prescription two weeks earlier than usual so that you have a six week supply to last you through the holiday period and to guard against bad weather. These requests will be staggered throughout November so please wait until you receive your leaflet so that the dispensary can manage the extra workload. Please also allow 72 hours before collection.

You may be able to claim financial and practical help with heating your home. Grants available include:-

- Warm Front Scheme  
Tel: 0800 316 2805
- Winter Fuel Payments  
Tel: 0845 915 1515
- Cold Weather Payments  
contact your local JobCentrePlus

Call any of the above to find out if you qualify or access information about them at [www.direct.gov.uk](http://www.direct.gov.uk).

## Appointment lengths

Whilst we respect your right to privacy, it is always helpful when you are booking your appointment if you can tell the receptionist what you are booking for e.g. blood test, diabetic review, asthma check. You will then be allocated an appropriate amount of time for your appointment.

## Ante-natal Clinics



The Blackdown Practice maternity service is managed by the Honiton team of midwives who hold ante-natal clinics at Hemyock and Honiton on a weekly basis.

From January 2012 the ante-natal clinic at Hemyock will be held on a Tuesday afternoon instead of a Monday morning with the first clinic being held on Tuesday 3rd January. The Honiton clinic will still take place on a Friday morning.

If you have any queries regarding your care, the midwives can be contacted at Honiton Birth Centre on 01404 540544.

### Health Visitor Clinics— temporary change of venue

On the 17th January 2012 there will be **NOT** be a Health Visitor Clinic.

On Tuesday 24th and 31st January 2012 the Health Visitor Clinics will be held at the **Church Rooms** in Hemyock instead of the surgery.

## Saturday Morning surgeries

The surgery at Hemyock is open every Saturday from 8am—11am. We hold a GP clinic and the dispensary is staffed.

A certain number of the GP appointments can be booked up to 2 weeks in advance. The rest are 'on the day' appointments.

If you feel you need an 'on the day' appointment, please phone the surgery on 01823 680206 and the receptionist will allocate you an appointment time.

When all of the appointments are full, you will hear the out of hours message which includes the number for Devon Doctors Limited. Please note that visits at the weekend are undertaken by the out of hours service.