

# OKEHAMPTON MEDICAL CENTRE

Winter 2010



## Appointments

**did not**  
**Attend**

To date, the practice has 12,133 registered patients.

Of these, in December alone,

**125**

People missed **(did not attend)** their appointments and **did not contact us** before hand so the appointment could not be offered to another patient.

Please, please contact us to inform us if you cannot make your appointment.

**Inside this winter edition of the Okehampton Medical Centre newsletter, we have the latest news from the surgery....**



## DRUGS TO AFRICA

We can send certain drugs to INTERCARE who will use them in Africa to treat the poorer people who would normally not have access to prescription drugs.

Any unused drugs that you have received that have 15 - 20 months left before they expire, can be returned to the Dispensary.

This includes most medications, bandages, dressings, unused catheters, needles, syringes and sanitary packs although there are a **few exceptions** such as: hormone drugs, including levothyroxine, items that require refrigeration, food supplements or baby food.

If you are unsure, please check with the Dispensary.

## Staff Changes

We have had a few changes in the latter part of 2009 with staff. We would like to welcome Beryl Kozlowski, Wendy Abbott and Nicky Cook to the Reception team. Nicky will also be working along side Charo as the Medical Secretary.



## Swine Flu

We are still offering swine flu vaccinations and will be running two clinics for the under 5 year olds on: Saturday 6th February from 8.30 - 12 and Tuesday 9th February from 2 - 4pm. **No appointments necessary**. If you have not attended the previous clinics and would like a vaccination, please book an appointment with the Practice Nurse.



## Triage Clinic

Patients that telephone on Monday, Tuesday and Wednesday mornings

requesting an appointment on the same day as an emergency or seeking advice, will be booked in to the Triage Clinic. They will then be contacted during the morning by the doctor running that clinic to assess where the most appropriate place is for them to be seen or the doctor will give advice over the phone, which may mean that an appointment is not necessary. This saves patients unnecessary trips to the surgery.

# You, your health, and well-being...

## Well Man Appointments....

The Medical Centre will now offer appointments specifically for men who wish to see a male doctor.

These appointments will be held during the Saturday surgery with a male doctor.



If you wish to use one of these appointments, please contact the surgery using the appointments telephone number and let the receptionist know that you require a Well Man appointment.

Appointments telephone number - 01837 52233

## Keep Warm Keep Well

### Your top five tips keeping warm and well



#### 1. Heat your home well

By setting your heating to the right temperature, between 18-21°C or 64-70°F you can still keep your home warm, and lower your bills. If you feel cold at night, use a hot water bottle or electric blanket—but never use both together.

#### 2. Get financial support

There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. Its worthwhile claiming all of the benefits you are entitled to.

#### 3. Eat Well

Food is a vital source of energy, which helps to keep your body warm. Try to make sure you and your family have hot meals and drinks regularly throughout the day.

#### 4. Get a flu jab

If you or your children have a long term health condition, speak to your GP about getting a free flu jab.

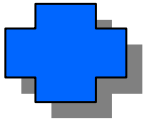
#### 5. Look after yourself and others

Remember to wrap up warm if you need to go outside on cold days. If you have an older neighbour or relative, check on them during the winter to make sure they are safe and well.

## Friends of the Practice



The Friends of the Practice Group are registered patients of the practice. They meet at 7.30pm on the last Thursday of every month at the Medical Centre to discuss a variety of issues concerning patient care and upcoming changes within the Medical Centre. The aim of the group is to represent patient views and their concerns. If you are interested in becoming involved in this group, then please contact the Practice Manager, Alison Shelton on the Medical Centre telephone number.



### Emergency Surgery

An emergency surgery is held twice a day, one at lunchtime and one in the evening. These are to be used by patients who need to be seen urgently and cannot wait until the next available appointment with their own doctor or the clinical assistant appointment which can be offered to them the following morning. Appointments for the lunchtime emergency surgery can be made by phoning the practice in the morning and the times for the evening emergency surgery will be offered to patients after one o'clock.

### Art in the Waiting Room

The art in the waiting room project has been running for some years now. We hope you enjoy seeing the art work that is displayed in the Surgery waiting room. We aim to exhibit work from local artists and photographers. This has resulted in a real variety of artwork displays. At times we have been able to exhibit College Students work and we have also exhibited work by children of people who work at the Medical Centre to support a Healthy Eating campaign. Apart from needing to ensure the pieces are not of a sensitive nature (people do not choose to view the art), we welcome art work from any genre. If you are interested in exhibiting your art work and would like further information, please contact the surgery on the usual number and ask for either Tina or Ruth. There can be a waiting list for exhibitions however we always like to plan ahead.

### Minor Illness Nurse

We now have a clinic with a minor ailments nurse on a Monday, Tuesday, Wednesday and a Friday afternoon. This clinic is suitable for patients who feel that they can be treated by a nurse who can prescribe and do not wish to take up our emergency surgery or doctor appointments.



### Patient Library Books

If you have any books borrowed from the patient library, please return them. Unfortunately we are unable to have the books out at the moment because of swine flu, but we hope to have them back out in the near future.



### Hand Sanitisers

There are 4 hand sanitisers around the reception area and waiting room. Please feel free to use them as they help to stop the spread of infection.



Please bring in any of your used and expired household batteries as we can recycle them for you.



Help beat breast cancer by recycling your old mobile phone. Please ask at reception for your mobile 'beat cancer' recycling bag.



Please be sure to give us your new contact details if you move house or have changed your name or telephone number so we can update our records.

## ☺ Did you know?

If you need general advice from your GP and do not necessarily need to be seen by your doctor, then you can telephone the doctors secretary on the normal medical centre telephone number. The best time to telephone is during the morning and the secretary will take your name and number and will ask either your doctor or the duty doctor to return your call as soon as they can.



## Mobile Numbers

We try to keep your records as up to date as possible but we need you to tell us if there are changes. We are working at getting mobile phone numbers on to records so that it is easier for us to contact you. Please let us know your mobile phone number (and also changes to that number) by completing a form which can be collected at reception.

## Dispensary

Prescription charges are now £7.20 per item.

Telephones are open from 8.30am until 4.30 pm for repeat prescriptions.

Prescriptions can be collected up until 6.30 pm.

Dispensary will not be opening on a Saturday morning.

We appreciate that the Medical Centre car park does get extremely busy but please do not park your car on the pavement running up the drive. Doing so means that wheelchair users and people with pushchairs have to walk in the road to reach the surgery. If there are no parking spaces available, please park elsewhere. There is a public car park at Mill Road.



There is one designated car parking space for a blue disabled badge holder. It is important for the blue badge to be displayed clearly on the dashboard. This space is not to be used by other patients, even when the car park is busy as it means that those who need easy access to the surgery are not able to use it. We understand the parking can be limited but this designated space is strictly for those carrying the correct badge.



The parking outside the surgery is for patients who have an appointment only. Cars are not to be left here for those walking into town. Any cars left here in out of surgery hours i.e. at the weekend or in the evenings after the surgery has closed are at risk of being clamped. There will be a charge for the clamp to be removed from the vehicle.

**Okehampton Medical  
Centre  
East Street  
Okehampton  
Devon  
EX20 1AY**

**Tel: (01837) 52233**

## **Opening Hours**

**8:15 am - 6:30 pm Monday to Friday**

**Phone lines open from 8:30 - 6:00 pm**

**[www.okehamptonmedicalcentre.co.uk](http://www.okehamptonmedicalcentre.co.uk)**