

## IMPROVING PATIENT CARE

There are many different services and skills available within primary care and Okehampton Medical Centre is expanding their multidisciplinary clinical team in order to improve patient care in all aspects. Over the last year the we have had a few new members join our team including paramedics, podiatrists and a dietitian, and in the next few months we will be welcoming a new GP, Advanced Clinical Practitioner, Pharmacy Technician and Physician Associate, as well as continuing to train and develop existing staff to become healthcare assistants, a mental health care coordinator, nurse associates and practice nurses.



## TIME TO SAY GOODBYE

**We sadly announce that we are saying goodbye to two of our doctors, Dr Caroline Hill and Dr Jane Weldon.**

Dr Caroline Hill left the medical centre on the 12th August to carry on her general practice career in New Zealand. She has been part of the team since September 2020 and has been a great asset to team since joining. Many of the staff and patients will miss her but we wish her well on her new journey to New Zealand.

Jane Weldon is well known by many. Since joining the medical centre in 2014 her skills, knowledge and personality have been in high demand. She has been praised by many for her care and expertise and she will be hugely missed by all. Her time at the medical centre is coming to an end on the 24th September. Although, it will be sad to see her go, Jane and her family have new adventures to look forward to in Oxfordshire.

We wish them both the best in their future.

Patients will be contacted with regards to who their GP will be and any extra support we have put in place for them. If any of Dr Hill and Dr Weldon's patients have any concerns or would like any extra support the medical centre would like them to email [d-ccg.omc-comms@nhs.net](mailto:d-ccg.omc-comms@nhs.net) and the practice will consider any requests and respond to patients' concerns and questions.

"I have really enjoyed working at the Okehampton Medical Centre over the last 8 years. I have tried to provide the best care I can for my patients and will miss them all terribly. It is with a heavy heart that I am moving away but a new job opportunity for my husband is taking us to Oxfordshire." - Dr Jane Weldon

# YOUR FEEDBACK MATTERS

HERE AT THE MEDICAL CENTRE WE THRIVE ON FEEDBACK AND THAT'S WHY WE WELCOME AND ENCOURAGE ANY FEEDBACK OUR PATIENTS MAY HAVE.

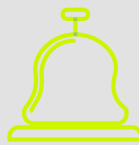
THE RECENT GP PATIENT SURVEY SHOWED THAT IN MANY AREAS WE WERE ABOVE NATIONAL AVERAGE WHICH IS AMAZING HOWEVER, THERE ARE STILL FEW THINGS WE NEED TO IMPROVE ON WHICH WE WILL BE COVERING IN THE TEXT ISSUE,

WITH ANY FEEDBACK WE RECEIVE WE ALWAYS LOOK TO SEE IF THERE IS A WAY WE CAN IMPROVE SO THAT OUR PATIENTS ARE HAPPY WITH THE SERVICE WE PROVIDE.



98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 97%  
National average: 96%



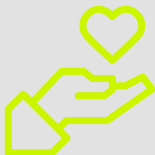
96% of respondents find the receptionists at this GP practice helpful

Local (CCG) average: 92%  
National average: 89%



94% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 94%  
National average: 93%



78% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 77%  
National average: 74%



99% felt their needs were met during their last general practice appointment

Local (CCG) average: 96%  
National average: 94%



## COMING UP IN NEXT ISSUE

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- We're heading to Chagford Community Wellbeing Show
- Ways We're Improving
- Welcome to the new team members
- Know Your Numbers

WE WOULD LOVE TO HEAR YOUR COMMENTS ON OUR NEWSLETTER AND ANY ARTICLE YOU COULD CONTRIBUTE, SO FEEL FREE TO WRITE IN AT ANY TIME TO D-CCG.OMC-COMMS@NHS.NET

IF YOU WOULD LIKE TO RECEIVE AN ONLINE VERSION OF OUR NEWSLETTER PLEASE EMAIL THE ABOVE ADDRESS