

Coleridge Medical Centre

Autumn Newsletter

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Whimble Service

We will still be using our Whimble site to offer clinical services to those who were shielded, and wish to continue to do so.

If formally shielded patients are booked into a face to face appointment with a clinician, they can request to have this appointment at Whimble.

An Update From Our GPs

As we move into September it feels like we have been coping with the Covid-19 pandemic for a long time. The sickness and deaths that affected Europe earlier this year are now playing out in many other countries especially U.S., Brazil, Mexico and India. Many countries in Europe, once clear are struggling again with localised flare ups. The virus has not gone away! Daily cases judged by positive tests have increased greatly in the UK and are now over 2000 per day, mainly in the North. Daily deaths are thankfully in single figures but the total national death toll stands at over 41,500.

We were lucky in the South

West with the first wave of infection. Numbers of sick people and deaths were small compared to other areas. The government have been trying to gradually reopen services and businesses and we have a lot of visitors in Devon, especially as people are wary of travelling abroad this year. This however risks bringing the virus to the South West. This week schools are reopening and people are being encouraged to return to their work place if possible.

Against this backdrop we have been trying to reopen our services at the surgery. Most people can speak to a clinician on the day they ring

up but we are encouraging patients to wait a few days if needed, to talk to their own GP or the GP who is dealing with their on-going problem.

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Dr Dilley

Dr Chris Dilley has recently reduced his time in the Practice, and is now working on Tuesdays, Wednesdays, and Thursdays only.

Inside this issue:

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TALKWORKS	2	Over the last few months, there has been a massive shift in how General Practice is run and, understandably, we have had to make a few changes in the practice to ensure our patients and our staff are kept safe.	will confirm appointments and screen you before entering. There is also a camera above the intercom so that our receptionists can monitor anyone having difficulty using the system.
Practice Services	2		coverings when walking through the common areas.
GP Update cont.	3		We have placed screens on our front desk, and we have installed a hearing loop to ensure patients with hearing aids will not have any difficulty in hearing our receptionists.
Award Shortlisting	3		to use before proceeding.
Practice Research	4	We have a new intercom system at the front door which is completely hands-free. This will allow you to speak to our front desk staff who	We have limited seating in the waiting room, but we have placed dots on the floor to mark socially distanced places to stand while you wait for your appointment.
Flu Vaccines	4		If you wish to speak to a GP or nurse please do not attend the practice. You will only need to attend for a face to face appointment if specifically invited to do so by a GP or nurse.

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A Letter From Dr Stuart

After 17 years as a GP partner at Coleridge Medical Centre, I would like to let my patients know that at the end of November I am leaving to explore a new career opportunity in Somerset. I am sad to be leaving you as we have all got to know each other so well over the nearly 2 decades I have been a GP at Coleridge Medical Centre. I am leaving as I have decided to pursue a different career pathway in General Practice and feel that as my children and step children have all left home this is the right time to make the career move.

As a GP Partner at Coleridge I have been lucky to be able to practice the true principles of the NHS: cradle to grave care, and I have shared with you all the ups and downs and illnesses in between. I have enjoyed trying to offer holistic medical care true to my beliefs to treat the patient as a whole, not just as their

illness. In return you have given me so much pleasure getting to know you and you getting to know me. I came as a young mum of 3 children with my first husband and leave as an older mum, re-married to my wonderful husband Mark with 3 grown up children and 4 grown up step children!

I have also been privileged to work with such an amazing innovative team at the Medical Centre: the managers, patient services team, nurses, GPs and of course my GP Partners. Teamwork has been the guiding principle as we have always strived to achieve high quality patient centred care in an ever changing healthcare world. Covid has really shown me what a great team I work with and how you as patients have helped to support us to support your healthcare both holistically and medically during this pandemic. We have learned so much recently about other ways to provide consultations using video, telephone and e-

consult technology, as well as traditional face to face consultations. This has opened new doors (and challenges!) for consultations of the future tailored to your needs.

I will still be living in Ottery St Mary and I look forward to catching up with you when I am out and about.

To my patients, thank you all so much for the honour of being your GP. And to my Partners and everyone at Coleridge Medical Centre, thank you for the pleasure of working with you and for the great friendships I have made.

Best Wishes

Emma
(Dr Stuart)

TALKWORKS

Is the way that you are feeling affecting your daily life? Are you struggling to cope, feeling low, anxious or overwhelmed by your thoughts and feelings? Are you living with a long term health condition that is making you feel tired, frustrated and worried? You are not alone and TALKWORKS can help.

TALKWORKS is a free, confidential, NHS talking therapy service helping you to feel better by giving you the tools and techniques to improve your mental and physical wellbeing.

You can self-refer direct to TALKWORKS:

Practice Services

As services slowly return to a small sense of normality in most parts of the country, we want to let you know that we are still only offering a limited service to our patients.

If you wish to speak to a GP or nurse, please do not attend the Practice. Please phone the Practice, and a member of our reception team will arrange a triage phone consultation for

you on the day or on the days that follow. They may advise on another way to help you.

If an appointment is made, it will either be done via telephone or video consultation in the first instance. You will only be invited to attend the Practice if a GP or nurse has specifically asked you to do so.

We also highly recommend using

the eConsult service found on the homepage of our website.

This will allow you to consult with a GP of your choice at any time of the day, and receive a response by the next working day.

The NHS app is also a great way to find the results of routine blood appointments, and another way to consult with the

Nurse Practitioner Superstars

We extend the loudest 'congratulations!' to Advanced Nurse Practitioner Tanya Cannon for her distinction in her Masters degree.

We would also like you to join us in welcoming Jules Anderson to the Coleridge family, as our new Advanced Nurse Practitioner!

Practice.

We understand that this year has been incredibly difficult, and that accessing services may not be as quick as you are used to, but we please ask you to be patient and, most of all, kind to our staff. Our staff work incredibly hard to offer the best services possible in a difficult situation, and your kindness goes a long way to making it a little bit easier.

August 2020

An Update From Our GPs (continued)

Continuity of care greatly helps you receive consistent care, reduces the need for repeated conversations, tests and referrals. Video consultation has been a great new addition to what we do and can enhance a normal phone call just like talking to family on Facetime or WhatsApp. We use a secure app called AccuRx® for video consultations, which also allows your clinician to send you messages, sick notes or links to helpful sites. You may also be invited to reply or upload

images.

We have launched a refreshed website on www.coleridgemedicalcentre.co.uk/. Besides some current national advice on Covid-19 from NHSE, there is lot of information about the practice, services and advice on simple health care.

We are inviting more patients into the surgery who need examination or treatment. We ask you to wear a mask when in the surgery and your clinician will also be wearing PPE. A lot of

effort is going into making sure the surgery is kept as clean as possible and each room is cleaned after each patient. As you can imagine all this takes a lot of time. We are struggling wearing PPE on hot days, so please bear with us if the opening up process appears slow. We are making every effort to catch up on things that have been delayed. We have extra clinics now on most Saturdays where we have been doing vaccinations, cervical smear tests, contraception procedures and bloods.

Please stay safe, and keep up to date on the latest guidance by visiting our website.

Dr Nigel de Sousa

Virtual PPG

We would like to enhance our current Patient Participation Group by forming a complementary, virtual PPG which will help us find out the views of a wider section of our patient group. Please get in touch with us if you are interested in participating.



NHS

Unsure of the help you need?
Use eConsult now for free
and we'll make sure
you get the right care.

• Visit our practice website or
• Download the NHS APP or
• Go to: <https://patients.econsult.health>

e consult



I use the NHS App
to manage my GP
surgery appointments

Your NHS, your way
Download the NHS App 😊

NHS App

Nurse Practitioner Shortlisted for Prestigious Award

We are pleased to announce that one of our Nurse Practitioners, Pip Hynam, has been shortlisted for a RCNi (Royal College of Nursing) award for her work in successfully planning and securing funding to implement group consultations for patients with Type 2 Diabetes, across 5 practices in East Devon.

Pip has done this as part of her MSc in Advanced Practice, and is looking forward to completing this at the end of September. The group consultations outcomes are very promising, showing

improvements in patient clinical blood tests, weight and blood pressure. In addition, patients said that they really enjoyed this way of being cared for, meeting others in similar situations, and learning from each other in a safe and caring setting, as well as the benefits of spending more time with a health care professional.

The winner of this award will be announced in a Covid-friendly virtual ceremony in September.



Pip Hynam

Flu Vaccination Clinics

We are pleased to announce that our flu vaccination clinics are now live and open for bookings. Please call reception on 01404 814447 after 11am to book.

Our clinics will run every Saturday starting the 19th of September 2020, and we will also run clinics on Wednesday mornings from the 7th of October. There will be different time and date options depending on what cohort you are in.

COVID-19 has meant that we have to carry out flu clinics a little differently this year. For full information regarding flu clinics, please visit our website at www.coleridgemedicalcentre.co.uk

Some of those eligible for flu vaccinations at Coleridge Medical Centre include:

- Aged 65 years and over
- Children 6 months—2 years

- Children aged 2 and 3 years on 31 August 2020
- Living in long-stay care facilities
- Aged 18—65 years in clinically 'at risk' group
- Pregnant women
- Carers

Please visit our website for a full list of those eligible for the vaccination.

Research at the Practice

There are still opportunities to take part in research online during COVID-19:

Principle Trial: A team at University of Oxford is testing different treatments for people who develop symptoms of COVID-19 aged 50 to 64 with an existing health condition or aged 65 and over. Find out more about the Principle Trial at: <https://www.principletrial.org/participants/how-to-join-the-trial>

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CLIMB: A team at the University of Cambridge is seeking the views of the general public about how health data should be shared and used. Their online survey takes 20 minutes to fill in. Find out more from the study website at: www.climbproject.org.uk.

COVID-19 Vaccine Research: There is an NHS research registry which provides details of new

COVID-19 vaccine studies that are taking place around the UK. To find out more, please visit: www.nhs.uk/researchcontact

Join Dementia Research (JDR): This service enables people aged 18 and over to register their interest in taking part in dementia research and be matched to suitable studies. More details can be found at: <https://www.joindementiaresearch.nihr.ac.uk>

Other research links: The Practice has a research blog with information about current and new research we are supporting - please visit: <http://coleridgeresearch.blogspot.com/> General information about taking part in research and details of a wider range of national studies can be found at: <https://bepartofresearch.nihr.ac.uk>

Ottery Help Scheme - Time for You

Being a Carer is often a very time consuming and difficult role, both emotionally and physically.

Ottery Help Scheme's 'Time for You' service is aimed at giving Carers some time to themselves – whether to go shopping, read a book, or attend a weekly activity group - the choice is yours!

Their trained volunteers are able to sit with those who need care for an hour or two a week, providing companionship for the loved one and reassurance for the Carer.

This service is available for £5 per hour

or is free if you have an assessment from Devon Carers in place.

Please be aware that they would **not** be able to do any physical caring such as feeding / washing / administering medicines.

All of their staff and volunteers have Enhanced DBS Certificates.

If you would like to know more about this service, and how it has been adapted due to the Covid pandemic, please call Ottery Help Scheme on 01404 813041 and ask to speak to Jane Haizelden, their Community Co-



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