



Your Doctors

HOLSWORTHY

Dr. R. Wardle

Dr. R. Shaw

Dr. Green-Armytage

Dr. Andy Brown

Dr. Stone

Dr. Alexandra Brown

Dr. C. Hall

Dr. Sean Whitaker

Dr. Holly Puckett

STRATTON

Dr. A. Moss

Dr. R. Waterhouse

Dr. S. Partridge

Management Partner

Jane Wells

01409 253692

01288 352133

OPENING TIMES

8.30 to 6pm Monday to Friday.
Urgent line only between
5 & 6pm

ADVANCED NOTICE of BANK HOLIDAY CLOSURE

Monday May 7th
Monday May 28th

OUT OF HOURS

For urgent advice and treatment: call NHS 111 on 111 from Devon addresses or 0845 6710270 from Cornwall addresses. Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

Welcome to Ruby Country Medical Group

And welcome to the first Ruby Country Medical Group Newsletter! The newsletter aims to keep everyone as informed of possible about our new group practice and the changes that will be happening as a result of our two practices working together, as well as keeping you abreast of current national medical initiatives. We will be producing a newsletter as often as there is news: every other week at first and then on a monthly basis. Our aim is for there to be as little disruption to patient services as possible: all staff will be working to ensure that there is a smooth and informed transition.

STRATTON STAFFING NEWS

DOCTORS

As well as the usual Stratton GPs we will be adding Dr Colin Jones and Dr Chloe Carey to the GP team, along with Dr Sean Whitaker and Dr Cate Hall, who have clinics at Holsworthy as well. Dr Karen Davey will similarly be joining the GP team and running regular clinics. The existing GP team at Holsworthy (see left of newsletter) will be doing sessions at Stratton to introduce themselves to patients plus a number of experienced locum GPs. We hope this will provide a continuing high-quality service to all our patients.



In April Dr Colin Jones will be taking on Dr Partridge's patient list whilst she takes a requested month off. **All patients will continue to have a nominated GP.** And for future ... in July Dr Davinder Kandola will be joining the permanent GP team. Although she comes to us from distant Manchester she has local connections and knows the area well.

NURSES & PATIENT SERVICES TEAM

Two new faces will be joining the nursing team: Jayne Johnson as Nurse Practitioner and Judy Stevens as Minor Illness Nurse, both being part of the new Emergency Team available to patients for conditions that have come on suddenly or need to be treated on an urgent basis (see over). There will also be two additions to the admin team: Becky Andrew and Tracy Lynn, both coming over from Holsworthy.



HOLSWORTHY STAFFING NEWS

We are delighted to say that there will be no change to the existing staffing at the Holsworthy base for the time being, although clinical pharmacist, John Green will now be sharing his time between Stratton and Holsworthy. Holsworthy GPs will be doing clinics at Stratton in addition to their usual clinics.



Having established a thriving Facebook and Twitter community at Holsworthy we will be renaming our joint social media pages as Ruby Country Medical Group. Existing followers do not need to do anything...except keep following! If you have not already visited us then please do and keep up-to-date with things as they happen! Join the community.

HOW TO CONTACT

If you have any queries or concerns regarding the new group practice and how we will be operating please put your concerns in writing or ring in to contact **Jane Wells**, Management Partner on **01409 253692**.



GET READY TO GIVE UP FOR GOOD

If you're trying to stop smoking, either for the first time or after trying before, there is lots of support available. Our Health Care Assistants can provide a personalised programme to help you give up, giving you the best chance of quitting successfully. As well as someone to keep you on track we can also offer:

STOP SMOKING AIDS (nicotine replacement etc)

FREE APP SUPPORT: Search 'Smokefree' in the iTunes app store

EMAIL (contacts for daily information and support)

SOCIAL MEDIA: 'Smokefree' on Facebook and Twitter



We are hoping to have an opening for an admin apprentice in July to suit a school leaver. If you are interested please write expressing interest to Zoe Short at Holsworthy site or z.short@nhs.net

EMERGENCY TEAM

After running an emergency clinic at Holsworthy for over 18 months we are delighted to say that it has proved to be a really valued, well-used and an important innovation to the healthcare given.

Because of the pressures placed on GP practices nationally by an increasing patient population, we are having to adapt, to triage urgent need and respond accordingly, without losing the essential caring and personal approach to people at their time of need. Medical centres around the country are adopting similar models of practice to adapt to these changing times. We will be introducing this Emergency Clinic approach at the Stratton site.

There has been much in the news about questions being asked of patients when wanting to book an appointment. Our telephone and reception team will now be doing this as a way to direct your appointment to the correct person, so that patients are seen quickly and appropriately. Brief details of your condition are all that are needed. If you do not wish to give details to our patient services advisors then you may decline and we will book you a telephone call so that you can speak to a clinician and allow them to book you an appointment. The main questions that you will be asked are: 1) Can you give us an indication of the main problem?; 2) How long have you had it?; c) Has it got worse? Urgent mental health concerns will always be dealt with initially over the phone so their urgency can be assessed and the correct intervention/service be arranged.

We hope this new development will be found to be as helpful to our Stratton patients as it has proved to be to those at Holsworthy.