

DR LEE

Many Holsworthy patients will remember Dr David Lee who left us a few years ago to work closer to his home in Honiton. We are delighted that he has agreed to be with us again at Holsworthy for 6 months initially. Because Dr Lee does not have a patient list any patient can ask to book in with him.

A really warm welcome!

PATIENTS—we need you!



If you've got opinions about your medical centre, and want to share them and make a difference, rather than sharing them on Facebook or Twitter why not join one of our Patient Participation Groups.

Meeting quarterly (or more frequently if required) our PPGs discuss future development of the practices, current trends and on-going changes to ensure that we continue to provide a quality service to our patients. This is one of the most challenging and interesting times for our surgeries and we really value our patient input.

If you have strong opinions and want to do something with them please come and join us. The next PPG for Stratton will be held at The Parkhouse Centre, 11am Thursday 21st June. The next PPG for Holsworthy will be at Holsworthy MC on Tuesday September 4th, 7pm.

For more details and how to join us on either group please contact Tracey Horton at Holsworthy or by emailing D-CCG.HolsworthyMC-Reception@nhs.net

PARKING CONSIDERATION

Can we ask all patients to be aware when parking at Stratton that they do not park either on pavements or against dropped curbs. This causes severe inconvenience and danger to patients either using mobility scooters or with buggies and needing to attend appointments.

We are currently monitoring the use of the spaces for patients with disabilities and would ask that a Blue Badge is displayed whenever possible.

WHAT'S COMING UP



**A new 56-day prescription (for all items apart from emergency or Controlled medications) is being looked into to roll out to patients to streamline the ordering process and cut down pharmacy visits and calls.

**New computer system at Stratton starting July. Both sites will be using System1 on-line. Stratton patients please note—your on-line login for ordering medication and booking appointments will be changing from 22nd June. Please see the notices or website.

**Dr Michelle Higgs starts at Stratton in November. Dr Higgs will take on patients who were previously on Dr Trowbridge's list. Dr Tess Pestbridge starts at Holsworthy in October.

** New telephone system at both sites—now operational at Holsworthy but coming soon at Stratton.

** Refurbishment & maintenance programme starts at Stratton in July.

** INR-star* testing starts at Stratton in July for patients on anti-coagulation therapy (eg. Warfarin).

GDPR –how does it affect me?

New national regulations came into force on 25th May 2018 which aim to improve personal data protection for individuals.

Our **Privacy Notice** details how your information is used and the regulations we abide by and apply. You can read this by following the link on the RCMG website at:

www.rubycountrymedicalgroup.co.uk

If you do not have access to a computer then please ask at the reception desk and a copy will be run off for you.

In important practical terms this does mean that we can only hand repeat prescriptions to the named individual or to their previously-agreed nominee. If you wish to arrange this then forms are available at the reception desk.

Sunburn increases your risk of skin cancer later in life



Apply sunscreen to all exposed skin, including ears, head and neck

NHS

#CoverUpMate



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

Dr David Lee

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 CLOSURE

Wed July 4th from 12.30pm

OUT OF HOURS

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

NAMED DR—WHO?



The 2015-2016 *GP* contract in England now requires every patient to have a *named* accountable *GP* to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the *named GP's* clinical judgement) to each of their patients. Some practices nationally do not insist that you see your named *GP* whenever possible; some, like us, do to try to ensure continuity of care. Clearly there will need to be exceptions to this: when your *GP* is on leave, not running a clinic that day, or fully booked when you need to be seen. This is why we offer other *GPs*—locums (booked in on a daily basis when needed), or *GPs* without lists (on staff for longer periods) or our Emergency Team—consisting of *GPs*, Nurse Practitioners & Paramedics (Stratton only). **If you do not know your named *GP* please ask.**

If your *GP* is only available for a few clinics each week that patient list will be covered by another *GP*. For example at Stratton Dr Moss's clinics are also being covered by Dr Andy Brown. Unless your *GP* leaves **your named *GP* will not change.**

APPRENTICES WANTED! Stratton & Holsworthy

We are looking for two enthusiastic and motivated Administration Apprentices to assist in all aspects of office administration and reception duties. The successful candidates will study towards an NVQ2 in Business Administration through Exeter College (study will take place at the medical centre). Further information can be found at: <http://www.apprenticeships.org.uk> through 'Find an Apprenticeship'. Please can we ask for all applications to be made through: <http://www.apprenticeships.org.uk> or email our current Holsworthy apprentice, Zoe, for more details at: z.short@nhs.net
Closing Date: 30th June 2018

HOT NEWS for Ruby Country Medical Group

We are pleased to announce that during the summer we will be taking on the management of both Hatherleigh and Shebbear practices. After discussions with NHS England we have been asked to bring these two surgeries into our group, alongside Holsworthy and Stratton. Over the next few months we will be looking at the best ways to integrate all aspects of patient services over the 4 areas to ensure high quality patient care. Please continue to bear with us over this period of change and challenge. A huge word of thanks goes to the many patients who pass on words of encouragement to staff—all much appreciated in these interesting times for our NHS!