

## Useful Contacts and Information

In an extreme **Emergency** do not hesitate to dial **999**

Lynton Chemist  
 North Devon District Hospital  
 Royal Devon & Exeter Hospital  
 Non-Emergency Advice/Out of Hours  
 Palliative GP Service Out of Hours  
 Family Planning Clinic  
 Caen Medical Centre (Midwives)  
 North Devon Hospice  
 Travel Clinic Exeter  
 Patient Transport Advisory Service

Tel: **01598 753377**  
 Tel: **01271 322577**  
 Tel: **01392 411611**  
 Tel: **111**  
 Tel: **0845 5049113**  
 Tel: **01271 371761**  
 Tel: **01271 818030**  
 Tel: **01271 344248**  
 Tel: **01392 430590**  
 Tel: **0345 155 1009**



# LYN HEALTH

## Autumn 2018 Newsletter

### Medication Reviews

It is important to review medication regularly to make sure it is appropriate for you. By having medication reviews we can help make sure you are benefiting from your medications and that they are safe for you to take. The GP may not always need to see you but you might need a blood test, BP check or other tests to ensure the medication is still working effectively and is safe.



Over the past 12 months we have devised a new system for managing medication reviews to ensure medications are reviewed at least annually or in a time period advised by the GP. A member of the Patient Services Team will make contact with you via phone call, text message or email to advise when your review is due and what tests are required. In some instances on reviewing your clinical record the GP may be able to update your medications without you needing to attend a face to face appointment, but if you are concerned you haven't been invited in please contact a member of the Patient Services Team and they can advise on when your review is due.

It is very important that you attend reviews when requested **so we can make sure your repeat medication requests can continue to be provided by your chosen Chemist.**

### Staff Update



Sadly we are saying goodbye to Dr Theon Rogers at the end of October as he is moving with his fiancée to New Zealand. We would like to wish him and Mel all the very best with their new adventure and thank him for his support over these last few years.

Due to national GP shortages we have currently been unable to recruit a replacement. All patients will now be looked after by their registered GP or the Registrar who is currently Dr Ollie Shaw. We will not be sending out individual letters.

### Stay well

Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes, Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
Self-care is the best choice to treat minor illnesses and injuries.  A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.  No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.  They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.

<b>NHS 111</b>	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b> .		24 hours a day 7 days a week
<b>NHS Choices</b>	You can also access health advice and guidance or find your nearest service online through NHS Choices.		Visit <a href="http://www.nhs.uk">www.nhs.uk</a>

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group



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Website [www.lyntonhealthcentre.co.uk](http://www.lyntonhealthcentre.co.uk)

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## FLU Vaccinations

Our next clinic will be on **Saturday 10th November**

The injected Flu Vaccine is offered FREE of charge on the NHS to people who are at risk to ensure that they are protected against catching Flu and developing serious complications.

If you are unable to make this clinic date please contact the surgery for details of our catch up clinics with the nursing team. These will be limited in number so please aim to book into the main clinic where possible.



Those who receive their invitation to have the Shingles or Pneumococcal Vaccine may also have this given at the same time as the Flu Vaccine. However if you are entitled to all 3, a 2<sup>nd</sup> appointment at another date will be required for the 3<sup>rd</sup> vaccine as only a maximum of 2 can be given at one time.

**Please contact the Health Centre on 01598 753226 to book your appointment.**

**We DO NOT send out invitations for Flu Vaccinations Therefore, please ensure you contact us.**

## Staff Training and Closure Dates

**Should you require assistance whilst we are CLOSED please call 111.**

The surgery will be closed for staff training on the following dates and times. We apologise for any inconvenience caused.

**Thursday 18th October**—Closed from 12.30pm

**Thursday 22nd November**—Closed between 1pm and 2.15pm

**Thursday 20th December**—Closed between 1pm and 2.15pm

**Wednesday 30th January**—Closed from 12.30pm

### Christmas & New Year

**Tuesday 25th & Wednesday 26th December. Tuesday 1st January.**

The surgery will be **CLOSED**.  
MIU will be operating weekend hours of 11am until 4pm  
Except Christmas Day **CLOSED**



## Online Services

Our online service allows you to order your medication, book appointments, see test results and also see some of your health records. To sign up to use the service, please call into reception with proof of ID and your email address and they will be able to register you for this very useful service. We have a printed “How to Use” guide also available to collect from the Health Centre or you can download a copy from our website.

## Calling for ‘Same Day’ Appointments

Lines open at 8am each morning for same day appointment requests. Therefore, if you are wanting to make an appointment to see the doctor that day please call as early as possible.



If your own doctor is unavailable or you are requesting an afternoon appointment, the Patient Service Advisor will pass the reason for your request to be seen that day to the duty doctor. They will then advise if they will be able to see you that day or if you are best waiting to see your own doctor. The Patient Services team will call you back with the outcome. This has been in operation for some time now. However, we have seen an increase in patients calling late in the day asking to be seen that same day, who have been disappointed that they are unable to be seen, so please do call early.

Additional GP appointments are now available in your area during the evenings and at the weekends  
Speak to the practice to find out more  
Your NHS, here for you

## Don't Forget!

**We NEED your Mobile Number, Email Address, Daytime Telephone Number and Correct Home Address!**

This is to be able to keep fully in touch with you regarding **YOUR HEALTH**. Please ensure we have these details.