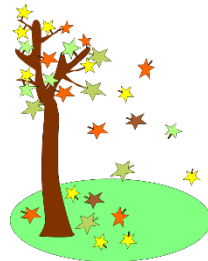


SOUTHELP AND SOUTHERNHAY HOUSE AND WHIPTON BRANCH SURGERY NEWSLETTER

AUTUMN 2015



Are you experiencing difficulty getting to your medical appointments?

If you are, please let us know!

Southelp patient transport is available for patients of Southernhay House Surgery.

For more information please contact: 01392 464477

100 CLUB DRAW		
AUGUST		
1st prize -		Mrs S Barraclough
2nd prize -		Miss S Morrall
3rd prize -		Mr R Haydon.
SEPTEMBER		
1st prize -		Mr P Crees
2nd prize -		Mrs S Barraclough
3rd prize -		Mrs R Linn.

We always need Volunteers

No previous experience required, just a willingness to help others.

For further information about this role

Please contact: Susan Price

Volunteers Coordinator

(01392) 464477

Friends of Southernhay House
'Helping us to help You – the patients'



With the onset of colder weather comes the need to keep warm and this brings increased fire risks.

Portable heaters:

- When using portable heaters, keep them at least one metre away from curtains and furniture.
- Never use them for drying clothes.
- Always unplug electric heaters when you go out or go to bed.

Electric blankets:

- When using electric blankets, never use hot water bottles in the same bed, even if the blanket is switched off.
- Unplug blankets before you get into bed unless they are designed and safe for all-night use.
- Don't leave electric blankets folded as this may damage the internal wiring, store them flat or rolled up instead.
- Get your blanket tested by a qualified electrician every three years.
- Replace your blanket if it more than ten years old.
- Never buy a second hand blanket.

SMS Text Messaging Reminders & Missing appointments! ☹️

We would like to remind our patients about our **SMS Text Messaging Service**, as it seems we are still getting a high number of patients who are not attending for their appointments (329 last month!). To sign up to this service please come to reception and sign a consent form and you will receive a reminder as soon as you have booked your appointment, and then again the day before.

Please be patient, patients - NEW STAFF

We have recently had three new members of staff join our Surgery Team.

Who are they and what can they do?

Dawn and Cheryl have joined our Reception Team so if you hear a new voice answering the phone or a new friendly face greeting you at the hatch then it's probably going to be one of them! They will be helping you book appointments, taking prescription requests, and answering general enquiries.

Tracey T has joined our Nursing Team as a Healthcare Assistant. Please do not get Tracey T confused with Tracey C! (Tracey C is a phlebotomist, which means she only does blood tests.)

What can Tracey T do?

Blood Tests, ECGs, Ear Syringe, Hypertension Reviews, Removal of stiches and staples. This list will grow over time!

OUR PLEA:

We know that as patients you like to see the same members of our Nursing Team, but in order for us to achieve running efficient appointments and preventing long waiting times, we would ask all patients who need a blood test to ask for Tracey C in the first instance, and then for all other appointments first of all see if Tracey T can do it, and if not then please ask for Louise or Karen!

Saturday Surgery

You may be aware that Exeter Practices are coming together and taking it in turn to host a Saturday Surgery. These have been put in place to help with winter pressures. If you are interested in booking an appointment on a Saturday please ring us and we will be able to inform you of which surgery in Exeter is holding the clinic on that coming Saturday.