

SOUTHELP AND SOUTHERNHAY HOUSE AND WHIPTON BRANCH SURGERY NEWSLETTER

SUMMER 2015



Prospective **SOUTHELP** volunteers may feel they need to offer a regular time commitment. This is **NOT** so. You can give as little or as much time; it is totally up to you. If we ask you to do something and you cannot – that’s fine. We want all volunteers to feel happy with the amount of time they individually give.

What our Volunteers have said:

- My only comment to prospective volunteers is the satisfaction you get from helping others, I always have done and will hopefully continue to do so.
- Since I began volunteering I have met so many interesting people, both on ‘duty’ and among other volunteers. It is really rewarding.
- It might help to state that as a volunteer you decide how much time you can offer. Perhaps prospective volunteers might like to ‘shadow’ me on an appointment.
- It’s really nice to know that my help has made a difference to the life of someone else.
- The patients always appreciate our help so much.

100 CLUB WINNERS FOR MARCH, APRIL AND MAY 2015

	FIRST PRIZE	SECOND PRIZE	THIRD PRIZE
March 2015	Mrs A Lawrence	Mrs G Crees	Mrs M Ofield
April 2015	Mrs A Selley	Mrs G Stevens	Mr C Hadley
May 2015	Mrs J Hatton	Mrs E Elsom	Mrs G Crees

Chair Based Exercises: GOOD FOR YOU!

The benefits of exercise are not restricted to people who have full mobility. Exercise of any kind holds many benefits; it can ease depression, anxiety and stress, as well as promoting a positive effect upon our well being. Seated exercises can help to reduce blood pressure if done on a regular basis. If

you have limited mobility in your legs, stretching throughout the day can help relieve the pressure on your muscles.

If you would like information about Chair Based exercise classes please contact: **Susan or Clive on: 01392 464477 or e-mail: susan_price@tiscali.co.uk**



Free Home Fire Safety Visit

Southelp has recently entered into a partnership with Devon and Somerset

Fire and Rescue Service. Together we aim to keep communities safe by providing free help and advice to prevent fires occurring. The damage caused by a fire in the home has devastating consequences and many incidents they attend could have been easily prevented.

- fit FREE smoke detectors where detectors are not already present;
- provide advice about potential hazards in the home;

A FREE Home Fire Safety Visit involves a Fire and Rescue Service employee visiting your home to give advice and guidance. They can help with the following home safety needs:

- talk through an escape plan for your property;
- provide additional safety items (subject to criteria).

A home fire safety visit can significantly reduce the chance of an accidental dwelling fire occurring. **To arrange a visit please contact: Susan on: 01392 464477.**

Memory Café at St James Church Hall.

The Memory café offers support, advice and information in a relaxed and social environment, for people with memory problems, such as dementia, and their carers. If you would like more information on this please contact: Jan on: 07877 123646 or e-mail: jlbourne@aol.com

SOUTHERNHAY HOUSE SURGERY NEWS

We would like to remind our patients about the following services, in particular our **SMS Text Messaging Service**, as we are still getting a high number of patients who are not attending for their appointments (182 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.

Ordering Prescriptions Online

I am sure you are all aware that you can now **order your prescriptions online**. No more walking to the surgery in the rain, or relying on the postman to get it to us as quickly as possible. A few clicks on the computer mouse and your prescription will be waiting at your selected pharmacy a maximum of two working days later. You sign up for this service in the same way as signing up for booking your appointments online, simply show reception some photo ID.

Booking Your Appointments Online

For some time now we have been offering you the service of **booking your appointments online**. If you are now wondering how you can sign up to this service, all you need to do is to dig into your pocket, get your photo ID out and walk into reception. A member of the reception team will provide you with a username and password and away you go.

We hope all of our patients have a very pleasant summer!