



If you are aged 13 or over and you have access to the internet via a smartphone or tablet, please **download** the **NHS APP**. This will give you secure access to your medical records so you can view and cancel your appointments, order repeat prescriptions, get health and safety advice, contact the practice and view your medical record.



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: SPRING 25 – ISSUE 71

Firstly, I would like to thank everyone who came to Dr Kotecha's Healthy Heart talk on February 11th. Although it was a damp and chilly night to turn out, the attendance was very good. The talk was very well received and we all learned a lot. The feedback we received was very positive and all comments were noted – including the need in future of a microphone and the use of brighter colours in the PowerPoint presentation! Our presenting team were very appreciative of the warm welcome they were given. There will be more talks in the future on a variety of topics but the timing of these will depend upon the availability of speakers, as you can imagine the waiting lists are a top priority for everyone at the moment. Please keep an eye on this newsletter and local advertising for the next event.

The next PPG AGM is on May 15th 9am – 10am at the Norman Centre in Budleigh Salterton. This is open to the public and you will be welcome to attend. It is an opportunity to meet the current PPG team, vote for next year's members and hear more about the group. We anticipate members of the Medical Centre will be in attendance, but as always, patient priorities will come first.

The stresses and strains which the NHS is under are apparent and the Medical Centre is not immune to these. One way you can help is to ensure you do attend for an appointment, missed appointments simply add to the time that others have to wait. Please may I stress that you should let the Medical Centre know if you cannot attend. This will reduce the time patients have to wait for appointments – and the waiting time for an appointment does seem to be a growing concern from what the PPG are hearing.

Determining exactly how the service is being received can be difficult and so if you have any comments or concerns that you wish to raise, please do not hesitate to contact the Patient Participation group. Good news is always welcomed too. The PPG know that the Medical Centre do try to respond promptly and efficiently to patient concerns, but they do need facts to respond correctly. The PPG can be contacted by leaving a note addressed to the PPG at the Surgery, we will respond as quickly as we can.

Wishing you a happy and healthy summer.

Sue Lake
Chairperson, Budleigh Medical Centre PPG

PATIENT GROUP COMMITTEE

Sue Lake
Chairperson
David Forward
Vice Chairperson
Deborah Mitchell
Secretary
Peter Frean
Robert Harland
Chris Kitson
Mark McGlade
Lynette Oram
Liz Plaatsman
Jacqui Ruhlig
Julia Vaughan Smith
Judy Wright

CONTACT US

By post to:
Budleigh Salterton
Medical Centre, 1 The
Lawn, Budleigh
Salterton, EX9 6LS

WEBPAGE



IN THIS ISSUE: Message from PPG Chairperson; Staff Update; Spring into Wellness; My Referral; Crisis Contact Details; How to Contact the Medical Centre

DR TANIA DAVIS IS HANGING UP HER STETHOSCOPE!



After 27 years working as a general practitioner at Budleigh, Dr Tania Davis will be retiring in May 2025.

"One of the greatest joys as a general practitioner is to witness patients from infancy through to adulthood, and even into their own families and to care for their parents and grandparents. Having spent over 27 years at Budleigh I have watched many families grow and have felt privileged to be a part of their life's journey.

I will miss my colleagues and the wonderful camaraderie of our team and I will truly miss the patients. I have loved my career in general practice and I feel ready to embark on my next chapter and I am looking forward to new challenges and new experiences.

I am confident that I leave behind an exceptional and committed team who are dedicated to delivering the highest quality of care to the Budleigh patient community.

With best wishes, Dr Tania Davis"

WELCOMING NEW FACES



In January, we welcomed Dr Kate Tailby to the practice. Dr Tailby graduated from Bristol Medical School in 2015 and has been working in Exeter and East Devon ever since. Many of you may remember her from her time with us as a GP Registrar between August 2019 and October 2020. She is thrilled to be returning to Budleigh and looks forward to serving our community alongside our fantastic team. In her spare time, Dr Tailby enjoys countryside walks, yoga, and cross-stitching.

Dr Tailby will be in practice Wednesdays, Thursdays and Fridays.

And in March, we welcomed Anna to our nursing team. Anna has been a nurse since 2020, gaining experience in North Wales and Guernsey before relocating to East Devon. She has a background in community nursing before transitioning to primary care. In her spare time, she enjoys walking her dog and spending time with her little boy.

Anna will be in practice on Tuesdays, Thursdays and Fridays.



SPRING INTO WELLNESS

As we move into spring, it's the perfect time to refresh our minds and focus on our wellbeing.

Soak up the sun: We get to see the sun for longer in spring. Take time to get outdoors to a local park or green space. Take a stroll in the park, have a picnic with friends, or sit and read a book. Sunlight boosts serotonin levels, which can improve mood and help alleviate symptoms of depression. Let the sunshine in!

Embrace movement: With the arrival of spring, the days grow longer, giving us more time to engage in physical activities. Whether it's going for a bike ride, practising yoga, or trying a new outdoor sport, find activities that bring you joy. Exercise releases endorphins, the body's natural stress relievers!

Eat with the season: Make the most of nutrient-packed fruit and vegetables that are in season during spring. You'll be able to enjoy delicious offerings such as spinach, purple sprouting broccoli, radishes, watercress, asparagus and rhubarb.

WHAT IS THE PATIENT PATHWAY FOR SECONDARY CARE REFERRALS?

Initial Consultation with a GP:

You will need to make an appointment with a GP to discuss your concerns and symptoms. If this is a new event, then you do not have to be seen by your own GP. A routine appointment can be up to 4 weeks in advance and you can choose either a face-to-face appointment or a telephone consultation.



You can request an appointment by phoning 01395 441212 or by sending a Patient Triage which will be assessed within 5 working days.

The QR code will link you direct to Patient Triage, Monday to Friday, 8am-5pm

At this appointment you will be assessed and if clinically necessary, a referral will be sent to a specialist in secondary care. This will be submitted electronically within 5 working days unless we are waiting for test results which are required to be sent with the referral. The referral will be sent to Devon Referral Support Service (DRSS).

If you experience worsening or new symptoms whilst you are waiting for your appointment, please contact the practice so we can update your GP or make a follow up appointment.

Referral Processing:

GP referrals are managed by Devon Referral Support Service (DRSS) who will process the referral and ensure all the necessary information is included. If they require more information, they will contact your GP direct for this. DRSS supports the GP referral process from the referrer to the first outpatient appointment, offering a choice of location, date, and time for appointments where appropriate.

If you have any questions about your referral, please contact DRSS direct and not your GP. This is because they will have all the referral information including when your likely appointment will be.

DRSS can be contacted by phone on 01626 883 888 or by email at drss.helpdesk@nhs.net.

Advice and Guidance (also known as Pre-Choice Triage):

In some specialties, referrals are reviewed by a consultant within 48 hours, which may result in advice and guidance or a direct referral to a test, or an upgrade to an urgent or 2 week-wait appointment. If the consultant gives advice and guidance, then this is sent back to the referring GP who will contact the patient.

Patient Initiated Follow-Up:

PIFU allows patients to initiate follow-up appointments with their specialist, giving them more control over their care.

MyHealth Devon:



MyHealth Devon has been set up so that the people of Devon have the latest information about waiting times for routine or 'planned' care at our local hospitals; are aware of the choices available and have the information needed to make meaningful choices. It also provides information about the local support that is available for specific conditions and how you can manage your own care.

My Planned Care:



My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

This QR code will take you direct to the Royal Devon Hospital in Exeter.

Telephone Statistics:

Inbound calls answered: 4,372
Outbound calls made: 4,293
Callbacks from queue: 509
Average waiting time: 6m 26s

**Appointments**

2,523

Did Not Attend

96 Did Not Attend
20Hrs Clinical Time

Patient's Attended

96%

Thank You ...
This is fantastic!

Home Visits

85

Patient Triage

301

Bloods Taken

543

Prescriptions Issued

3,690

**Letters Received
and Sent**

2,253

THANKS FOR THE FEEDBACK!

At every PPG (Patient Participation Group) meeting we discuss the feedback received from patients about the service provided at Budleigh Salterton Medical Centre.

Whilst individual comments and suggestions are recognised as important, the broader data received through the Family and Friends Test help to highlight parts of the service that are perceived by patients to be particularly good and, perhaps, not so good. Feedback from patients can also help us spot trends which will inform management decisions.

We know it can be irritating and a little time consuming, to complete feedback questionnaires. However, members of the PPG do encourage you to respond to requests whenever you can.

For patients who use a Smartphone, and you have registered to receive texts from the surgery, you may be accustomed to receiving a message soon after a visit to the surgery. All responses are anonymous so please include your name if you would like a response.

HOW TO CONTACT THE MEDICAL CENTRE

We are open Monday to Friday, 8.00am-6.00pm (excluding Bank Holidays) and can be contacted:

- Telephone: 01395 441212
- NHS App (24/7) (send messages through your medical record and request medication)
- SystmOnline App (24/7) (send messages through your medical record and request medication)
- Patient Triage via the website (8am-5pm Mon-Fri – excluding Bank Holidays)

Please phone 01395 441212 for anything which is urgent and requires same day advice – we appreciate there can be waits, but these will not exceed 20 minutes and we ask for your patience.

OUT OF HOURS: Dial **999** for life-threatening problems and Dial **111** for non-urgent advice
INSTAGRAM and FACEBOOK - Website: www.budleighsaltertonmedicalcentre.co.uk