

Friary House Surgery

Summer 2018 Edition

To date the surgery has 10 695 registered patients



Summer

Inspected and rated

Good



Message From GPS

Regarding medication in the summer months.

Patients taking ACE Inhibitor medication:

- ⇒ Lisinopril
- ⇒ Enalapril
- ⇒ Ramipril
- ⇒ Candesartan
- ⇒ Losartan

Please stop this medication during hot weather (over 25C) otherwise it may cause dizziness.

Please then continue medication when temperature is back below 25C.



2018 Flu Clinics

Flu is an unpredictable virus that can cause mild illness in most people. It can cause severe illness and even death among vulnerable groups.

Certain people are more likely to develop potentially serious complications of flu, such as bronchitis and pneumonia. These people are advised to have a flu vaccine each year. The injected flu vaccine is offered free of charge on the NHS to people who are at risk. You should have the flu vaccine if you:

- All 2 and 3 year olds born between 01/09/2014 and 31/08/2016
- Are 65 years of age or over
- Are pregnant
- Have certain medical conditions/disabilities
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

Frontline health and social care workers are also eligible to receive the flu vaccine. It is your employer's responsibility to arrange and pay for this vaccine.

Flu Clinics will be held on:

~~29th September CANCELLED~~
13th October
27th October
10th November



You may be noticing some more new faces here at Friary House Surgery. We would like to give a big hello, and warm welcome to the newest members of our team. Let us introduce you too:

Reception Staff:

Lilly- Lilly likes walking, crochet and going to the Theatre. She dislike bugs and spiders! Lilly joined Friary House Surgery because, as a previous patient she says she knew that the staff are very kind and supportive of their patients.

Natalie - Natalie has joined us for a change of career, she is looking for some 'structure' after years of being in the retail industry. Natalie likes spending time with her daughter, chocolate, Dr Pimple-Popper, and anything 'Lewis Hamilton' related! She dislikes insects, moths and birds!

Joanne-

Apprentice Admin and reception: Mollie- Mollie will be joining us at Friary House Surgery as an admin and reception apprentice. She will be assisting the staff with all aspects of the job. We wish her the best of luck on her course.

Nurse Practitioner: Mandy- Mandy has a background as a community matron. She will be joined Friary House Surgery as a nurse practitioner and will be telephone triaging as well as seeing patients face to face.

We would like to wish Azlyn goodbye!

Since joining us Azlyn has decided to move back closer to family. Although she will be embarking upon lots of travelling along the way. Good luck on your new Adventure Azlyn!



Friary House Surgery Website

<https://www.friaryhousesurgery.nhs.uk>



You can access our new interactive website by following the link above. You will find you can manage nearly all aspects of your health care needs.



NHS 111 Online

NHS 111 online service *has launched!*

NHS 111 Online connects with the Devon Directory Service, It allows patients to get urgent healthcare online, by directing patients to the right care pathways which are available and open at the required time.

It can be accessed using a smartphone, laptop or other digital device.

You can:

- Find answers to questions about symptoms
- Find out where to get the right healthcare in your area
- Get advice on self care
- Get further advice from a nurse or doctor during a consultation.

Access at: www.111.nhs.uk



Please access our website to complete our **'NHS Friends and Family Test'**.

Your feedback will help us learn more about what you think of your experience – what you like and how you think we could improve. This will enable us to continually review the services we provide, so we can ensure we offer the best possible care to all our patients.

Friary House Surgery Now Has Wi-Fi

How to Connect to NHS Wi-Fi:

- Press your settings button on your phone main screen. Wi-Fi will show as not connected.
- Press 'Not connected' to look a list of available networks.
- Where the screen shows a list of Networks look for the network called NHS Wi-Fi. Press the name NHS Wi-Fi on your screen.
- The welcome message asks you to promise to use the Internet in a safe and legal way while you are connected to NHS Wi-Fi.
- To agree to use NHS Wi-Fi safely and legally scroll through the message and press the 'Continue to the Internet' button at the bottom of the page.
- Once you have pressed the button you will be taken to an NHS web site. Select 'Done'.



Just a couple of Reminders.....

The Social Prescribing Service

If you need any help and support for a non medical problem, you can self refer to

'Healthy Futures'

Or alternately ask a member of our clinical staff to refer you.

This support service in Plymouth is ran by the Wolseley Trust.

The Plymouth Healthy Futures Programme is a service designed to help people to overcome problems and improve their health and sense of wellbeing through accessing a range of non medical services and activities.



Dementia Friendly

Friary House Surgery has been making good progress in becoming 'Dementia Friendly'.

We are still introducing new ways to help support our patients who suffer with Dementia to make their visits to the surgery as stress free as possible.

You may notice the extra signs that have already gone up to help support and guide our dementia patients.

Next we hope to provide comforting aids to reduce any stress which they may experience during this time.

How can you help?

As mentioned in the previous newsletter, we would be very grateful if any keen knitters are able to create some 'twiddle muffs'.

Please ask at reception for some more information on 'twiddle muffs' and how to make them.



Patient Online Service

Many patients are still not reaping the benefits of our Online Access Service. This service can help you to manage your healthcare, and can save you valuable time!

As part of the website or via the app, this service enables you to securely: look at your GP records, access latest blood/specimen results, order repeat prescriptions and cancel or book your appointments. We strongly recommend our patients register for this service.

Please speak to reception for more information or visit <https://patient.emisaccess.co.uk/> to register now.

Bereavement Advisor

Our bereavement advisor is still here at the practice offering 1-1 support for patients who may be struggling to come to terms with the loss of a loved one.

If you would like to see our bereavement advisor for help and support please contact a member of our Health Co-ordinator Team.



Western Locality Resource Hub

Western Locality 

This is a fantastic new central source of information about healthcare in West Devon. Here patients can find advice and instructions about:

- Medical Conditions
- Care options
- Treatments
- Hospital details
- Medications

This resource hub was created by the Western Locality CCG; the group that oversees the activities of all NHS facilities in West Devon.

Patients can access the hub to discover a range of videos, links, articles and supportive documents that will help you find local information, and signposting to help support you.

As Friary House is a Western Locality practice, we now have free access to this fantastic resource!

The Hub contains the '[Western Locality Health Information Video Library](https://westerndevon.info/)' - This library has over 300 videos, covering 70 health related topics, such as: falls prevention, diabetes and COPD just to name a couple.

This resource has been shown to save appointments, time and money in surgeries across the country.

We strongly recommend you Access the Hub at: <https://westerndevon.info/>

Urinalyses



If you bring in a urine sample, which shows haematuria (blood in the urine), with no obvious cause, you will be asked to bring in another sample for re-dip within 2 weeks.

If this continues to show blood– a telephone call will be arranged with the GP to discuss further possible causes.

Blood Test Information

To find out your blood results, you will need to phone the surgery on the main number:

01752 663 138 .

Due to the time pressures on the GP's, it will now take 7 days before your results are available.

The surgery will not call you.



Friary House Surgery

Address

2A Beaumont Road
St Judes
Plymouth
Devon
PL4 9BH
Tel: 01752 663138
www.friaryhousesurgery.nhs.uk

Opening hours

Monday—Friday
8am—6pm
Alternate Saturday mornings
with a GP
Pre-booked appointments are
also available with our Health
Care Assistants
Monday—Wednesday
7.30 am to 8.30am

