



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 002 (July 2019)

Welcome to the Downland Practice patient info sheet. The aim of this is to act as a communication link to all of our patients registered at the practice and to inform you of any changes occurring. This edition will concentrate on the following issues:

1. Compton Pharmacy
2. Pharmacist – Signposting
3. Travel Clinics
4. Downland Practice Website
5. Nursing Team - Update
6. Flu Season
7. First Contact Physio
8. Telephone calls from the Practice

Compton Pharmacy

From Monday 8th July 2019 the Compton Pharmacy will be open for collections as below. The times have been altered to allow staff to prepare medications for collection and for the increasing number of patients who have blister packs/nomad boxes. This takes the team more time to prepare and they need protected time to make the packs up.

Mondays open between 08.00 and 10.00

Tuesday to Thursday 08.00 and 12.30

Fridays open between 08.00 and 11.00

Pharmacist – Signposting

The reception staff will be signposting appropriate patients to the Pharmacist based at the Downland Pharmacy. The Pharmacist can advise on health issues and can issue medications for minor ailments to the patient and will be priced at the cost of the medication

Travel Clinics

Travel clinics are generally not part of the NHS contracted service, many of these vaccinations are chargeable and can often be obtained at private health clinics at a different rate. Currently the travel health clinic at the Downland Practice has been reduced and runs on Monday afternoons. Some travel health services can be obtained from the Downland Pharmacy, please speak to Sanjay Shah the Pharmacist for details.



Downland Practice Website

Please visit our website, this has been upgraded recently and can offer patients the opportunity to ask the GP a question, these requests are answered within 5 working days. This can save you a phone call or a visit to the practice and we have had a fair number of requests via this system.

Nursing Team – Update

Practice Nurse Caroline Jupp retired from nursing on the 26 June 2019. Caroline has been nursing for over 40 years and will be missed from the nursing team. Gabi Beasley will be leaving the practice in July 2019 to start her maternity leave, we will update you on the birth and we look forward to Gabi's return to the team in May 2020. Theodore Adonis joins the nursing team in July 2019, Theo is an experienced practice nurse who brings a range of skills to the current team and we hope you will enjoy his relaxed but reassuring approach to patient care. The surgery is planning to open up Nurse and Healthcare Assistant clinics in the mornings from 07.30 and the evenings from 18.30 – 19.00, this will not be every day but once we have this arranged we will advertise via the practice website. This will improve access to the nursing team and we aim to start this in August 2019.

Flu Season

The flu season will soon be here and the surgery is planning for the flu season now. The surgery will not be sending out letters to those patients who are eligible for a free NHS flu jab. We will be sending out text messages, advertising the flu clinics via posters and on the practice website. There are 2 types of flu vaccination this year, one for those aged under 65 (Chronic disease patients only – list available on the practice website) and one for those aged 65 and over. The clinics will be arranged so that the vaccination type being administered is one or the other and the dates for these will be announced once we have the delivery schedule.

First Contact Physio

The first contact physio (FCP) is a new service for patients who have muscular skeletal problems and will be offered to patients who meet the eligible criteria to be booked in to this clinic. The clinics are held at Chieveley about once a month but if these are successful then this service may be increased. You will be offered this service by the reception team. The FCP appointments are 20 minutes and the FCP can give good advice for managing your condition and where appropriate will be able to refer patients straight to secondary care.

Telephone calls from the Practice

All telephone calls incoming and outgoing at the Downland Practice are recorded and recordings are deleted after 3 months. Changed your mobile phone recently? Please let us know your new number via the practice website, by telephone, email downlandpractice@nhs.net or pop in and see us.