



# Litchdon Medical Centre

## Surgery Newsletter



Welcome to Litchdon's autumn edition newsletter. It gives you all of the latest Practice news which we hope you will find useful.



### Meet the Teams — Healthcare Administration Team

Our staff members that work in the Healthcare Administration team are made up of Healthcare Administrators and Healthcare Administration Support. They are the first contact point for the practice and take incoming phone calls and greet patients on the helpdesk in the main reception area. The Healthcare Administrators are linked to their own GP or GPs and deal with all their admin. This is an extremely busy department dealing with booking or changing appointments, signposting patients, and dealing with tasks from clinic staff. The Healthcare Administration Support also do admin work including helping the Nursing team with their rotas and paperwork.

When you contact the Practice the Healthcare Administration team will ask you some questions so that they can direct you to the right person depending on your health issue or query, this could include our first contact physio team, wellbeing team or specialist nurses. Please be reassured our Healthcare Administration team will direct you to the most appropriate clinic depending on what symptoms you have. Our doctors have asked our Healthcare Administration team to ask patients for an indication of their problem or symptoms to aid this. The information you provide will always be dealt with in the strictest of confidence.

As well as making appointments and dealing with patient queries the Healthcare Administration team also have a variety of other administration work they do behind the scenes including:

- Process the incoming e-consult requests
- Look at the doctors' and nurses' rotas and adding the clinics onto the practice booking system.
- Monitor the national cervical screening register and contacting non-responders
- Send invites for children who have not received their routine childhood vaccinations
- Manage our inhouse dermatology skin clinic
- Arrange training timetables for medical students and GP Registrars
- Maintain a contraceptive coil clinic waiting list
- Liaise with third parties such as hospitals and North Devon Hospice to ensure continued patient care
- Open and distribute all incoming mail
- Process sick note requests
- Take payments for non-NHS work performed such as driving medicals & GP medical reports
- Deal with requests from patients and third parties for access to medical records and insurance reports

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### Meet the Teams Continued.....

As well as contacting the practice by telephone you can also contact us online via our website [www.litchdonmedicalcentre.co.uk/contact-us-online](http://www.litchdonmedicalcentre.co.uk/contact-us-online). Here you can request assistance for a variety of both administrative or medical queries or look for advice and guidance on conditions, symptoms and treatments. You can request sick notes/doctor's letter, ask a question about a referral & request test results.

You are unable to book appointments and we cannot take orders for repeat medications via our online service, however you are able to do this online by registering with System Online. Please speak to one of our HAT members who can provide you with registration information.

Travelling abroad? If so give our HAT team a call and they can text you out a travel questionnaire to complete and submit. Once we have received this we can contact you regarding any vaccinations you may require and book you in to get these done. Look on our website for more travel health and vaccination advice.





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### Practice News

Dr Marsh has returned from her maternity leave.

Dr Victor will be staying with us as a Salaried GP for 2 days a week.

From August we will have 4 registrars (trainee doctors) at the practice: Dr Ezzat Khairallah, Dr Peter Abouelsaad, Dr Melanie Gregg and Dr James Redmore.

Our Urgent Care Team has 2 new additional nurses to help the team with the daily urgent calls and appointments, making up the team of Laura, Sarah, Sophie, Claire & Yvette.

Nurses Laura & Chloe are doing a non-medical prescribing course and Fundamentals of Nursing in General Practice course, respectively.

Our Practice Manager, Sharon was nominated to attend as a representative for NHS Devon and Primary Care to go to Westminster Abbey for the multi faith service in July as part of the NHS's 75th birthday.





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### Charity

Every year our GPs choose to make an annual donation to a charity.

This year Dr Parker has chosen to donate to Plastic Free North Devon. This is a local charity whose mission is to protect and improve our environment through community-led action.

In 2022/23 Dr Dallimore chose to split the donation between Devon Wildlife Trust and British Ukrainian Aid.

### Flu Vaccinations

Work is well underway organising our annual flu clinics. Clinics will run from late September/mid October.

We will be in touch with everyone who is eligible for a flu vaccine with invitations..so there is no need to contact the practice about flu vaccines...if you are eligible we will contact you.

### Covid Boosters

With regards to covid autumn boosters we are not offering them from the practice, but eligible patients will be sent a letter from the national team telling them how to book an appointment. The booking system for boosters is due to be available from 11<sup>th</sup> September onwards. Please do not contact the surgery as we have no further information.

<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>

### Shingles Vaccinations

Shingles vaccine eligibility has been expanded to younger age groups and those with weakened immune systems.

From 1st September patients under 50 with weakened immune systems and patients 65 or 70 will be invited to attend for their vaccination. Again no need to contact us as we will contact you.

All patients aged 70-79 who have not yet had their shingles vaccine are welcome to contact the surgery and book an appointment for this should they wish to do so.





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### **Latest GP Patient Survey Results July 2023**

The GP Patient Survey is an independent survey run on behalf of NHS England. Litchdon's results can be compared against National results and results of the local ICS (Integrated Care Systems) Practices. We discuss the results at team meetings to see what learning we can take from them.



### **Litchdon's highest patient experiences compared with the ICS results are:**

79% of respondents find it easy to get through to the practice by phone.  
(ICS result: 59%, National result: 50%)

53% of respondents usually get to see or speak to their preferred GP when they would like to.  
(ICS result: 45%, National result: 35%)

75% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  
(ICS result: 68%, National result: 65%)

### **Litchdon's lowest patient experiences compared with the ICS results are:**

82% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.  
(ICS result: 87%, National result: 84%)

83% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.  
(ICS result: 88%, National result: 85%)

88% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.  
(ICS result: 93%, National result: 90%)

Full survey results can be found at <https://www.gp-patient.co.uk>

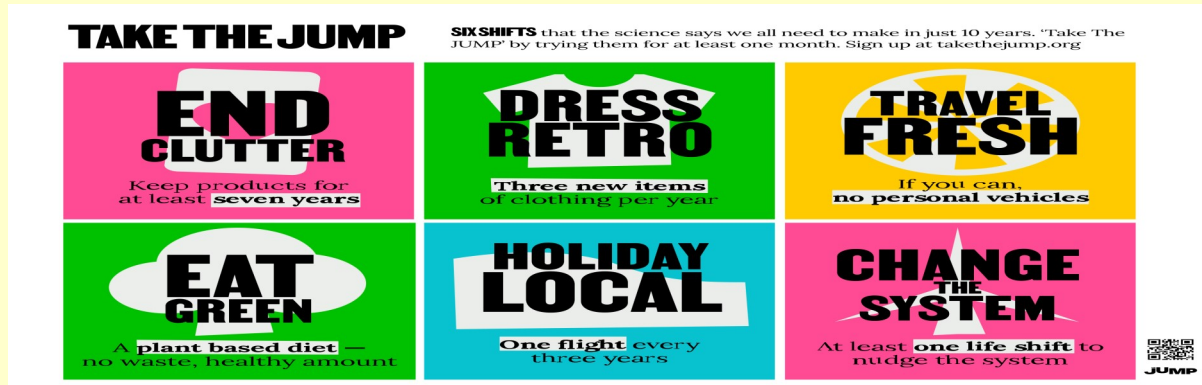


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### Green News



As part of Take The Jump ([www.takethejump.org](http://www.takethejump.org)) we ran a clothes swap day within the practice.

Reducing the number of new items of clothes purchased each year aims to reduce emissions produced and water used in the clothing and textile industries through the processes in making clothes and greenhouse gas emissions produced through international aviation and shipping due to 'fast fashion'.

Any leftover items were then donated to local charity shops.

After the success of this we are planning another one for later in the year.



We also encouraged staff to try a meat free lunch and try some plant-based recipes as part of the Eat Green shift.



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### Coronation Quiche

Prep:35 mins  
Cook:45 mins  
plus 1 hr chilling

Serves 6

#### Ingredients

250g plain flour, plus a little for dusting  
50g cold butter, diced  
50g lard (or use butter if you prefer)  
4 tbsp milk, plus a splash  
Or 250g block of ready-made shortcrust pastry

#### For the filling

125ml milk  
175ml double cream  
2 medium eggs  
1 tbsp chopped fresh tarragon  
100g cheddar, grated  
180g cooked spinach, liquid squeezed out and lightly chopped  
60g cooked broad beans or soya beans (doublepod the broad beans, if you like)

#### Method

**Step 1**  
Sieve the flour into a bowl with ½ tsp salt. Add the butter and lard, and rub the mixture together using your fingertips until you get a sandy, breadcrumb-like texture. Add the milk, a little at a time, and using a cutlery knife, start to bring the dough together, using your hands, making sure it has no dry patches and feels smooth. Cover and allow to rest in the fridge for 30-45 mins.

**Step 2**  
Put a 20cm loose-bottomed tart tin or a 20cm pastry ring on a baking sheet. Lightly flour the work surface and roll out the pastry to a circle a little larger than the top of the tin and approximately 5mm thick. Carefully lift the pastry into the tin and gently press into the corners, taking care not to have any holes or the mixture could leak. Cover and rest for a further 30 mins in the fridge. Heat oven to 190C/170C fan/gas 5.

**Step 3**  
Line the pastry case with greaseproof paper – to do this cut a disc of greaseproof paper larger than the tin, scrunch it into a ball (this makes it more pliable), then unwrap and place it in the pastry case. It should come above the sides. Fill with baking beans or uncooked rice and bake blind for 20-25 until nicely golden and dry. Carefully remove the greaseproof paper and baking beans, and return to the oven for 5 mins to dry the base. Reduce the oven temperature to 160C/140C fan/gas 3.

**Step 4**  
Beat the milk, cream, eggs and herbs with some seasoning. Scatter half of the grated cheese in the blind-baked base, top with the chopped spinach and beans, then pour over the liquid mixture. If required, gently give the mixture a delicate stir to ensure the filling is evenly dispersed, but be careful not to damage the pastry case. Sprinkle over the remaining cheese. Place into the oven and bake for 20-30 mins until set and very lightly golden.





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### REDUCE

Reduce your plastic consumption. Think about it—do you really need it?

### REUSE

Be creative in how you can re-use your plastic. Ideas such as turning milk bottles into bird feeders.



### REHOME

Use sites such as Gumtree, or sale and swap Facebook groups can be a great way to get rid of no longer wanted plastic products that still have life in them. Explore other avenues before sending something to landfill.

### RECYCLE

Recycle anything you can no longer use. Make sure you adhere to your local councils' rules and regulations for recycling.

Check out your local supermarket car parks or community spaces for more niche materials such as textiles recycling.







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# HEAR HIM

Shattering stigma  
A Men's Group run by Clarity Counselling  
Starting 2023



A safe, confidential space for sharing and learning as part of a group.

If you are experiencing emotional distress, anxiety, depression, or low motivation, being part of a group can be a great source of support.

Our qualified counsellors will help you to explore your feelings, practice new skills, learn from others and feel informed & empowered.

Call Us On  
**01271 267474**

to find out more or email [admin@claritynorthdevon.org.uk](mailto:admin@claritynorthdevon.org.uk)



BACP membership 00216701



Registered Charity: 1055224

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# HEAR HER



Starting 2023

(Wednesdays)

**A Women's Group run by Clarity Counselling**

If you are experiencing emotional distress, anxiety, depression, or low motivation, being part of a group can be a great source of support

Call us on 01271 267 474 or email  
[admin@claritynorthdevon.org.uk](mailto:admin@claritynorthdevon.org.uk)



A safe, confidential space for sharing and learning as part of a group. Our qualified counsellors will help you to explore your feelings, practice new skills, learn from others and feel informed &



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## Never Alone

Below are a number of support lines available, most being 24 hours, to contact if you or someone you know needs help.

**NSPCC**  
0808 800 5000  
(24hrs)

**National Domestic Abuse Helpline**  
0808 2000 247  
(24hrs free)

**Mind**  
0300 123 3393  
(Mon-Fri 9-6)

**Victim Support**  
0808 168 9111  
(24hrs)

**Cruse Bereavement**  
0800 808 1677  
(Mon-Fri 9-5)

**ChildLine**  
0800 1111  
(24hrs)

**Action on Elder Abuse**  
0808 808 8141  
(Mon-Fri 9-5)

**Respect - Men's Advice Line**  
0808 801 0327  
(Mon-Fri 9-5 or 8pm)

**Samaritans**  
116 123  
(24hrs free)

**National Centre for Domestic Violence**  
0207 186 8270

## Supporting And Improving Your Mental And Physical Wellbeing

During these hard times looking after yourself both physically and mentally can become increasingly difficult.

Did you know that you can self-refer to TalkWorks? A free, confidential, NHS talking therapy service for people over 18 in Devon, helping you to feel better and give you tools and techniques to improve your mental and physical wellbeing.

Visit

**TALKWORKS**  
IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

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