



Your Doctors

HOLSWORTHY

Dr. R. Wardle

Dr. R. Shaw

Dr. Green-Armytage

Dr. Andy Brown

Dr. Stone

Dr. Alexandra Brown

Dr. C. Hall

Dr. Sean Whitaker

Dr. Holly Puckett

Dr David Lee

STRATTON

Dr. A. Moss

Dr. R. Waterhouse

Dr. S. Partridge

Management Partner

Jane Wells

01409 253692 01288 352133

OPENING TIMES

*8.30 to 6pm Monday to Friday.
Urgent line only between
5 & 6pm at Holsworthy*

ADVANCED NOTICE of CLOSURE

Monday 27th AUGUST
Bank Holiday

OUT OF HOURS

For urgent advice and treatment: call NHS 111 on 111 Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.



AS INFORMATION HAS BEEN CHANGING RAPIDLY WE HAVE DELAYED OUR NEWSLETTER THIS MONTH UNTIL A MORE SETTLED SITUATION EXISTS. PLEASE SEE OUR WEBSITE FOR CURRENT UPDATES.

HATHERLEIGH & SHEBBEAR: UPDATE

As you will no doubt be aware, following the resignation of Dr Francis Fernandez from Hatherleigh and Beech House Surgery in Shebbear, Ruby Country Medical Group was appointed by NHS England to take on the running of both surgeries from Monday 2 July. Patient safety concerns about the practice following the CQC inspection prompted the new arrangement to be brought forward from the planned start date in August. As we were unable to gain support from Dr Fernandez for continued use of the existing surgeries we initially tried to keep services in both villages, by running clinics from the Community Centre & Village Hall. Unfortunately clinical issues arising from the previous contract and IT connectivity at both halls made it impossible to continue there. We are now running all clinics and dispensing services at Holsworthy Medical Centre with NHS England staff support. Please go to the main RCMG website (details at the bottom of sheet) using the Prescriptions tab for further information about this and the dispensary application.

Patients from Hatherleigh and Shebbear needing an appointment should call 01409 253692 so our team can help you. Please be aware that we will need to ask a few simple questions about the nature of your condition so we can book you appropriately. Confidentiality rules apply at all times. **Please do no turn up without booking first.**

To assist patients, NHS England has arranged free transport to and from Holsworthy. Leaflets are available. A prescription line for H&S patients is available at Holsworthy Medical Centre. Please listen to the options when you ring so you are put through to the right person. It is important to stress that these are **short-term** arrangements and that NHS England and RCMG are doing all they can to bring back services as soon as possible. RCMG has already identified permanent premises in Hatherleigh and has been holding discussions with the owners, with the aim of opening in early autumn. NHS England is also helping to develop options for premises in Shebbear—possibilities being explored include bringing in a mobile surgery. For regular updates please go to the website: www.rubycountrymedicalgroup.co.uk

HOW TO GET IN TOUCH

Prescriptions (SHEBBEAR & HATHERLEIGH ONLY):
Call 01409 253692 and listen for the options
or email: D-CCG.HolsworthyMC-Prescriptions@nhs.net



Appointments: Call 01409 253692 and listen to options

General enquiries: D-CCG.HolsworthyMC-Reception@nhs.net
All email boxes are checked regularly throughout the working day

This has been a very difficult situation for patients and staff and we are thankful for your on-going co-operation as we seek to find the best way of delivering healthcare provision to all patients safely and effectively.

WELCOME

A very warm welcome to 3 new Patient Services Advisers (no, we don't call them receptionists any longer!).

At Stratton we have Stephanie Miles, and at Holsworthy we have Maxine Wilkinson and Pauline Bodenham. They will be answering phones and helping at the desk so please feel free to say hello!

SOCIAL MEDIA—why bother?

We now have thriving social media communities on Twitter and Facebook



@HolsworthyMC1



Ruby Country Medical Group

This is an excellent way for us to keep you updated about things as they happen—phones going down, bad-weather updates, job opportunities, closure dates, out of hours arrangements, for example— or for information feeds, self-care tips, national healthcare initiatives and

SYSTEM 1? What's it all about?

We have been operating System1—our electronic record system—at Holsworthy for 15 + years now and have found it to be a very good, reliable system for maintaining and updating your clinical care history—your medical record. In order to join our Stratton and Holsworthy systems electronically we have now closed Emis records at Stratton and have installed System1 and transferred all data. This is a massive operation, and we realise there has been disruption to normal routines whilst teething problems are being resolved. Please bear with us as we migrate your records carefully and as we continue to train our Stratton staff on the new system.

If you used *Patient Access* at Stratton for ordering medication and booking appointments you will now need to register for System1 On-line to continue to do this. For clinical governance reasons **the prescription phone line has now been closed**. You can send prescription requests to: **prescriptions.stratton@nhs.net** or hand in a written request to your usual Chemist or at Stratton reception.

Can we make a continuing plea to all patients to use the www.rubycountrymedicalgroup.co.uk website link for prescription access and information, and to delete all old bookmarks for either the old Holsworthy or Stratton websites which should be being decommissioned, if they are not already.



FLU VACS—coming soon!

We will soon be releasing September dates for our annual flu vaccination programme, FREE to adults and children in the qualifying categories. Saturday and mid-week dates will be available and to suit. Once supplies have been guaranteed we'll open the dates! See you soon!

JOB VACANCY: HR OPERATIONS MANAGER!

Main website for details!! Closes August 31st.



WHAT'S COMING UP

What's new?

** Dr Davinder Kandola started in Stratton in July. Welcome Dr Kandola!

** Wifi is up and running at Stratton and Holsworthy. Leaflets are available if you wish to log in.

** A joined telephone system between Stratton and Holsworthy is now in operation so calls can quickly be transferred between practices.

** Two new community nurse practitioners—Carol Ball and Jess Marsh start in Holsworthy in August. Jess will be working with Jane Wason out in the community.

**Dr Michelle Higgs starts at Stratton in October. Dr Higgs will be a GP partner and will take on patients who were previously on Dr Trowbridge's list.

Dr Tess Pestbridge starts at Holsworthy in October.

**Flu jab dates—coming soon!

Email: D-CCG.HolsworthyMC-Reception@nhs.net