

Happy New Year we hope you all had a lovely Christmas period and the New Year is getting off to a good start for you.

We would like to take this opportunity to thank all of our generous patients who brought gifts in for the staff. They were very much appreciated.

COVID-19 Update

The pandemic is still very much in the headlines and the new Omicron variant is prevalent in the area. Devon Commissioning Group are seeing evidence that the peak of this is subsiding and the National advice is that from Thursday 27th January face masks will not be mandatory in shops and classrooms.

It is important to remember that they are still required in healthcare settings though.

If you want to stay up to date and see what is happening in the local area please use this link
<https://www.teignbridge.gov.uk/coronavirus-covid-19/>

Our Practice remains part of the vaccination program for the local area but we no longer make bookings for the service, this is all managed by the National Booking Service.

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

Boosters are now available for 16 and 17 year olds and 12 to 15 year-olds who are clinically at risk or live with someone who is immunosuppressed. We cannot deliver this at our local centre but the National Booking Service will book you in where they can.

If you are severely immunosuppressed you are eligible for a booster in addition to a third primary dose. There are some issues with how this is recorded which may affect your ability to book your 4th booster dose. If you try booking through the National Booking Service and it doesn't work, then you may contact us and we will assist you.

We cannot take any other queries relating to the vaccination program and COVID-19. We are finding that 119 are often directing patients back to us when we cannot actually assist, we apologise that this is confusing and frustrating for patients. We are liaising with the local commissioners and medical committee regarding this to try to resolve.

Patients who think they may be exempt from having the vaccine should contact 119 who will consider if you meet the basic criteria for consideration for exemption then, if you do, send on an application for your GP to review in more detail. Your GP may still determine that you do not meet the clinical criteria for exemption, but they will let you know either way.



REMINDER

Reminder – when visiting the main surgery premises:

- Make sure you do not have any symptoms of COVID
- If a member of your household has symptoms or has tested positive for COVID that you have taken a lateral flow test and got a negative result before attending the surgery
- You are wearing a face mask, unless you are exempt
- You maintain social distancing – 1 metre away from other patients at all times
- You consider how many patients are in the reception area before entering – there should be no more than 3 people at one time



Flu

Winter is here and for those who are eligible for the flu vaccine but haven't got round to it yet we do still have some flu vaccines in stock. It is really important to protect yourself from flu at this time of year. Please call us to book an appointment to have your flu vaccination as soon as possible.



HM Government NHS

BOOST YOUR IMMUNITY THIS WINTER
WITH THE FLU VACCINE

Get vaccinated. Get boosted. Get protected.
nhs.uk/wintervaccinations

GP Survey

Some patients registered at this GP practice will soon be invited to take part in a national survey about their experiences of local NHS services. It covers issues that concern patients, such as access to care and satisfaction with treatment. If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

Visit the website to find out more:
www.gp-patient.co.uk

The Year Ahead

We are really looking forward to 2022 with new staff joining our team and our Primary Care Network, new equipment coming to improve efficiency and the hope that the pandemic will ease, and we can focus on high quality responsive and proactive personalised care for our patients.



Womens Wellbeing Club

If you're looking for support or just a friendly chat then you can find your nearest women's wellbeing club by visiting our website

Check the website or Facebook for local group information Or use our info only text service 07394522110

(You calls can be made to this number and a response will be made via text between 9pm and 9pm daily)

CIC Number: 12489964



[womenswellbeingclub.co.uk](https://www.womenswellbeingclub.co.uk)

Staff Levels in General Practice

There have been some press releases regarding the continuing pressures on General Practice. We were heavily affected by staff illness and isolations last year and we anticipate this could continue into this year but we are doing everything we can to ensure sufficient staff levels and normal service for our patients. We are still working with very high demand on our services so please be understanding that there may be times where we are stretched and are not able to offer as timely a response as we would like.

Change to our Prescribing Line

To help our team be more resilient we have amalgamated our Prescribing Clerks into our core Patient Services Team so everyone in that team can assist with prescribing queries as well as appointment requests and clinical administration queries.

We are therefore removing our separate prescribing phone line option. Please wait until after 10am to call with any prescription queries or clinical administration queries that you have as the lines are usually extremely busy with appointment requests first thing in the day. Thank you.

Our main line is 01626 208020 and is open 8:30am to 1pm then 2pm to 6pm

TALKWORKS

IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING



0300 555 3344
www.TALKWORKS.dpt.nhs.uk

Work We Have Been Doing for our Patients

Quarter 4 2021
(01.10.21 – 31.12.21)



Face to face
appointments
conducted

8877



Telephone
appointments
conducted

8099



eConsults
received

900

Current Patient
List size is;

10363

132

New Patient
registrations
processed

Calls in to us.
(64 working days =
an average of 311
per day)

1.9932



Pathology results filed from tests



Blood tests taken



Blood pressure monitoring conducted

Prescriptions issued for
patients

5066

Referrals made for our
patients to secondary
care and other services

621

Letters processed, reviewed,
actioned and saved from
secondary care and other
services

8171

Covid first dose
booked and done

8476

7802

Covid second dose
booked and done

6123

Covid Booster

TALKWORKS

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talkworks.dpt.nhs.uk

2nd Floor Sherborne
House

Kingsteignton Road
Newton Abbot
TQ12 2PF

Call us on 0300 555 3344



samaritans.org
Call us - 116 123
jo@samaritans.org

NHS

Find healthier
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**#ANDYSMANCLUB
NEWTON ABBOT**

Newton Abbot RFC
Rydon Industrial Estate
Newton Rd
Kingsteignton
Newton Abbot
TQ12 3SJ

**EVERY MONDAY EVENING 7PM
(EXCEPT BANK HOLIDAYS)**

#ITSOKAYTALK

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