

ISSUE 6 SUMMER 2023

Welcome to the sixth Corner Place Surgery newsletter. As we move from the summer months into autumn, we are preparing for a busier time in the surgery, managing the autumn vaccination programme and winter illnesses. This newsletter has appropriate advice and services to improve the efficiency and outcome of any help you require.

Busy Mondays

Please only contact the surgery on Mondays when you need acute care.

For any ongoing or routine advice, please avoid contacting the surgery on a Monday. You will encounter longer than normal waiting times.

Many thanks for your patience.



Get your Free Flu vaccine!

We recommend that everyone who is eligible, has their Flu vaccine to protect themselves and their community.

We are inviting our patients by text message, however if you are eligible and have not heard from us, please book in. This year our Flu clinics are open at **Corner Place Surgery** with appointments available **on Saturday 23rd & Saturday 30th September** and during the week with availability on Monday evenings if needed.

There are Child flu appointments available.

Adult Flu Eligibility for 2023

Aged 65 and over

Aged 6 months to 64 in clinical 'at risk' groups.

Pregnant Women, Carers, Close contacts of immunocompromised individuals and Patients in long-stay residential care homes



THE NHS APP

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

The NHS App can save you time waiting on the phone for some services. It has 24/7 access to a growing range of health services and information.

What does the NHS App do?

Gives you access to your GP health records, including your medicines, allergies and test results.

Register your organ donation decision.

Order Repeat prescription with just a few clicks and nominate or change the pharmacy you would like your prescriptions sent to.

Book appointments using the NHS App and manage your vaccination appointments.

You can download the NHS App on an iOS or Android device. There is a wide range of health advice using the Health A-Z to check symptoms and treatments and get advice on what to do next. For more urgent care, you can access signposting to more urgent 111 online help.

Do more with the NHS App!

- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

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HANDi App for Child Health

Devon parents/carers can download a free locally developed app to help them manage some of the common childhood illnesses, with advice from child health professionals at their fingertips.

The app has been developed by paediatric consultants and covers conditions, such as:

- Diarrhoea and vomiting
- Chesty baby' illnesses, such as bronchiolitis, Asthma and croup
- Chesty child' illnesses, such as wheezing and Asthma
- High temperature
- Abdominal pain
- Common new-born problems

If you a parent or a carer of a child, download the app now so you have it when you need it.



Eligibility for shingles vaccine



Covid Autumn Vaccine Booster

Corner Place Surgery is urging patients to get vaccinated as soon as possible following the emergence of a new Covid-19 variant.

You can book an appointment at The English Riviera Centre from September 18th either through the national booking service or by calling 119.

Please don't contact Corner Place Surgery to arrange your vaccine.

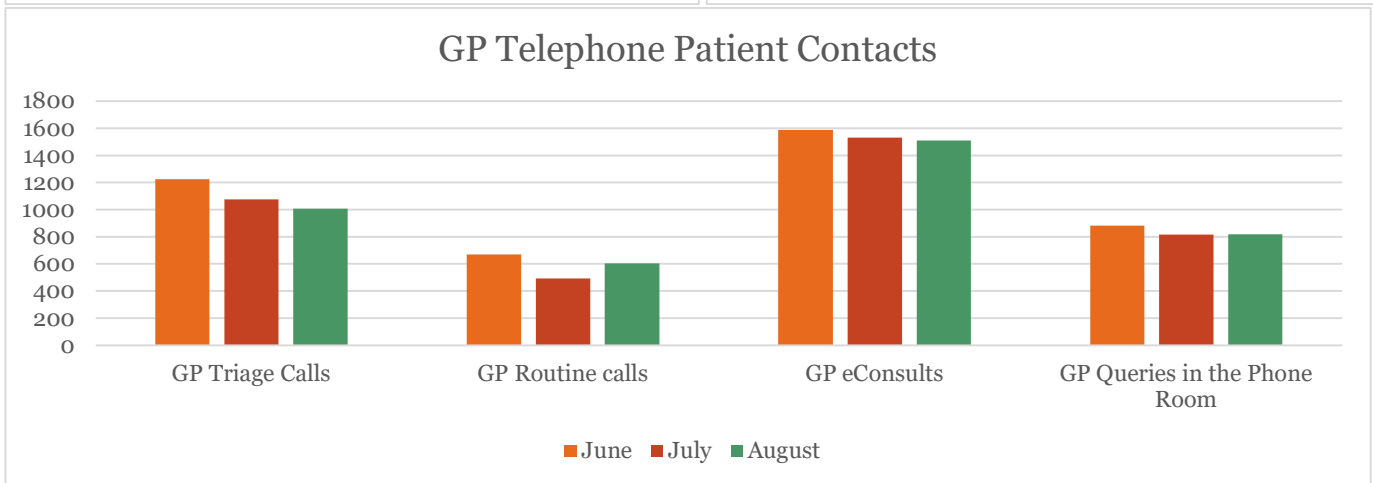
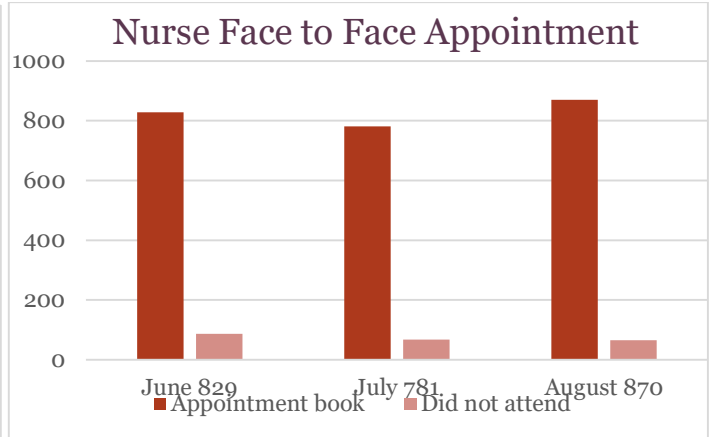
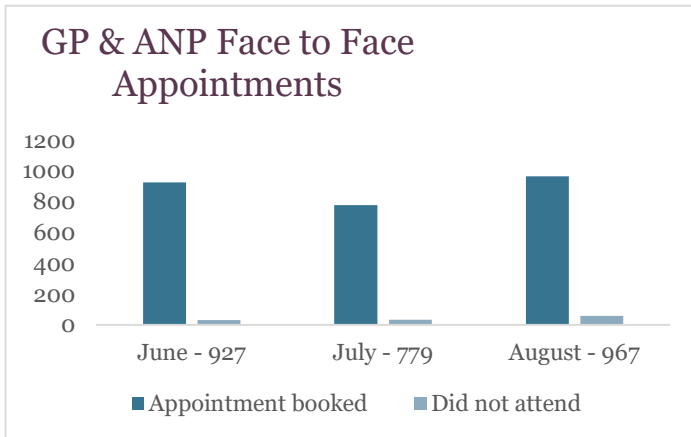
Corner Care has Come to a Close

Sadly, after many years of kind support to Corner Place Surgery, Corner Care has finished. This is due to changing times, patient needs and waning numbers of volunteers. We would like to say a very big thank you for all the time and support Corner Care has given to Corner Place Surgery patients.

Karing is another voluntary support group in the area who provide transport, social activities, support, and information to people who are older, frail and sick living in Paignton. To contact Karing, please call 01803 524799.

In partnership with you

Telephone and Appointment Data Over the Summer Months



Dr Beccy Benham

We have new registrars joining our GP team for 4 months of training. Dr Beccy Benham is originally from Barnstaple and studied Medicine at Exeter University where she secured her BMBS and MSc in Genomic Medicine. Dr Benham completed her foundation doctor training in Cheltenham & Gloucester (up in the North!) and then returned to Devon to work in Torbay ED and Acute Medicine. She started GP training in August 2022 and for the past year has worked in Newton Abbot Community Hospital, Sexual Health and most recently Palliative Care at Rowcroft Hospice. In her spare time, she enjoys walking her dog Zorro around the beautiful countryside of Devon and swimming in the sea! Dr Benham is excited to be working in General Practice and pleased to be joining the Corner Place team.

New Tennis Courts in Torbay

Public Park tennis courts in Torbay have undergone a £500,000 refurbishment through Torbay Council.

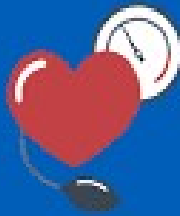
Tennis courts have been renovated at Abbey Park in Torquay, Oldway Mansion in Paignton and St Mary's Park in Brixham - with the introduction of online booking and access control.

The online booking is found via the LTA website www.lta.org.uk/play and via Torbay's dedicated booking platform for the tennis courts. This will make it far easier to find and book a court or activity at the tennis courts across Torbay.





Six million people in the UK don't know that they have high blood pressure.



If left unchecked it can lead to serious health problems.

Blood Pressure Awareness

High blood pressure, also known as Hypertension, is a serious condition that can cause heart attack or stroke. In most cases people develop high blood pressure because of diet, lifestyle or other medical conditions.

Most people don't realise they have high blood pressure because there are no obvious symptoms and that is why it is important to get your blood pressure checked regularly.

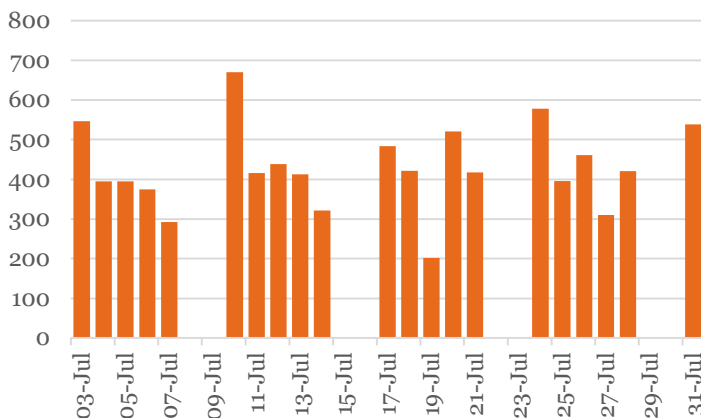
An ideal blood pressure is 120/80Hg.

We have a Pod in the quieter part of the waiting area at Corner Place Surgery and invite you to come in any time to have your blood pressure, height and weight monitored. The results will be added to your health record. Alternatively, if you are over 40, you can visit a community pharmacy and they will send your blood pressure result to us to be reviewed.



After some teething problems at the start, Babblevoice has proven to be an efficient and reliable system that enables patients to choose whether to wait on the line or ask for a call back from the surgery. Babblevoice records all calls for quality purposes and helps us to monitor call wait times so more call handlers are working at busier times. We answered **9013 calls in July** with 553 of those calls received by the prescription team and **8776 calls in August** with 622 to the prescription line. Below are two charts showing the daily calls received each week in July and August.

Calls received - July



Calls received - August

