



Imperial
MEDICAL PRACTICE

Imperial Spring 2024 Newsletter

If you would like to subscribe to our newsletter, please contact us with your email address!



T: 01395 224555 or
01395 280362

E: imperialprescriptions
@nhs.net

EASTER OPENING HOURS

THURSDAY 28TH MARCH 08AM - 6PM

GOOD FRIDAY CLOSED

SATURDAY CLOSED

EASTER SUNDAY CLOSED

MONDAY CLOSED

TUESDAY 2ND APRIL 08AM - 6PM

We will be back to our usual opening hours on Tuesday 2nd April

If you require medical attention during this time please call 111.

In an emergency please call 999.

We wish you a happy and healthy Easter from all at Imperial Medical Practice



Imperial
MEDICAL PRACTICE

Opening Hours:

Monday: 7:30—6:00

Tuesday: 8:00—6:00

Wednesday: 8:00—
6:00

Thursday: 8:00—6:00

Friday: 7:30—6:00

Disabled Access:

Disabled access is available however if you experience any difficulties please inform reception and we will do our best of accommodate your needs.



18th March 2024
Dr Louise Dunn, GP Partner

We are sad to announce that Dr Louise Dunn will be leaving her role as GP Partner at Imperial at the end of April 2024.

Dr Dunn joined the Practice in January 2009 and shortly after became a Partner and has looked after many local families over the years. We are pleased to confirm she will still be part of our team as she will be coming back to help us over the coming months as a locum GP but her regular presence will be greatly missed by all of us.

Dr Dunn says: "I am sad to be officially leaving my role as GP Partner at Imperial but I am pleased I will still be part of the Imperial team as a regular locum GP so it isn't goodbye just yet! It has been a privilege to care for many of our patients over the past 15 years with the amazing support of my lovely Partners and colleagues at Imperial."

If you are one of Dr Dunn's patients, you will be notified in due course of your new usual GP. Please note: you can have a choice over which GP you see at the Practice, despite being registered under a specific GP.

Dr John Moffat (Senior Partner) says: "Dr Dunn as a GP Partner, colleague and friend will be greatly missed by everyone at the Practice and her patients, and we wish her all the best. We would like to thank her for her dedication, care, hard work and support over the years. We are pleased she will return as a locum GP and still be very much part of the Imperial team."

Farewell to GP Registrar Dr Alex Helliard:

We have recently said farewell to our registrar Dr Alex Helliard. Dr Helliard has been with us for 18 months whilst on a training placement which he has now completed. We have really enjoyed working with Alex and we think you will all agree he is a great GP.

Thankfully we will still be seeing Dr Helliard at the surgery as he is kindly providing some locum cover for us.

It has been great working with you Alex and all the best for your future.

Goodbye!
& THANK YOU



Welcome back to Dr Kelly Chen:

We are pleased to announce that Dr Kelly Chen has also finished her training placement with us and will be staying on at Imperial as a salaried GP working Tuesdays, Thursdays and Fridays from May 2024.

Also, a very warm welcome to our new team members:

Michaela – Trainee GPA

Lisa – Care Navigator

Hayley – Practice Nurse

Claire – Care Navigator

Lucy—Administration Team Leader

Social Media campaign:

! We need your help !

We need you to join our mission to reach 1000 followers!

Having more followers allows us to share information effectively and efficiently. We can also share any updates or changes with you so you are one of the first to know.

We are also looking for patients who would be willing to join our patient group. Our current group meet quarterly with members of the Practice team and share feedback with us, help us plan services, and also help us to continue providing the high standard of care that we always aim to offer.

Alternatively, you can take part "virtually" whilst in the comfort of your own home, by means of completing a survey or two per year to help us to improve the way we work, and the services we offer. You can also join an online forum where we can work together to ensure we are able to continue offering the best service possible. If you are interested in joining our patient group, please email us imperialprescriptions@nhs.net.

You can also help us by following our page and sharing it with your family and friends too. You can invite people to follow our page by pressing the three dots and then INVITE your friends to like our page

Thank you 🌈



We now have an Instagram page. Please follow our page for information and updates from the Practice!!



Are you a carer? Becoming a carer can happen gradually or it may have been a sudden change in circumstances. If you are an unpaid carer for a friend or family member, we would like to know. We can share information with you to support you and help make things easier where possible. Please let us know if you are a carer by sending us an email, phoning the surgery or popping into reception.

You can also register for free with Devon Carers who can offer advice, support, and information. You can call them on 03456 434 435 or visit their website <https://devoncarers.org.uk/> Devon Carers also produce a seasonal magazine which you can view here: <https://devoncarers.org.uk/information-and-advice/magazine/>



The Imperial Patients Group (IPG) is one of the earliest patient participation groups in Devon helping to improve our patient's experience. IPG provides a vital link between the surgery team and patients. We have a small committee that works to advise, fundraise, and support the staff. We would be very pleased to have more people join the IPG Committee which meets about 4 times a year. It is a very interesting opportunity to discover how the surgery functions and be able to give the surgery feedback, practical support, and suggestions to enhance patients' experience. Alternatively, you can take part "virtually" whilst in the comfort of your own home, by means of completing a survey or two per year to help us to improve the way we work, and the services we offer. You can also join an online forum where we can work together to ensure we are able to continue offering the best service possible. If you are interested in joining our patient group or virtual group, please email us imperialprescriptions@nhs.net

Would you like to join our Patient Group?

We want to ensure patients, their families and carers are represented and heard from at all stages of their treatment.

Patient Participation Groups (PPGs) are generally made up of a group of volunteer patients, a surgery representative, and the practice manager.

PPGs meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they all have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

Imperial Patient Group (IPG) Members:

Chair – Alan Worthington

Treasurer – Derek Williams

Secretary & Practice Manager – Emily Lampitt

Surgery rep – Zoe Newey

Members – Pamela Day, Jacky Stockhill and Royston Palmer



HAVE YOU SEEN OUR NEW CHILDREN'S PLAY AREA?

You spoke and we listened!! Your feedback is really important to us. The most recent feedback theme was that you wanted us to reintroduce an area for your little ones to wait and play whilst waiting to see the Doctor or Nurse.

We had to remove toys from the waiting area during the Pandemic due to infection control reasons. We are now safely able to reintroduce certain play items which we can easily keep clean and sanitised.

We would like to take this opportunity to say a HUGE thank you to our patient group who have purchased these fantastic new items for our children's area to make that trip to the Practice that bit easier for our registered families.

Also, thank you to those of you who have donated some lovely children's hardback books to our new bookcase.

Please continue to give us feedback on how we can make improvements to the care and service we provide. You can do this in person, via our comments book in reception, via the friends and family survey message sent out after an appointment or via our website www.imperialmedicalpractice.co.uk

Team Imperial 

NEW Pharmacy First scheme:

Our team have undertaken training to sign-post our patients to the most appropriate service and will therefore be asking patients some questions regarding their problem or concern.

You may be offered a referral to your local Pharmacy as part of this, under the new Pharmacy First scheme.

Visit your local pharmacy first for seven minor conditions:

Patients can pop down to their local pharmacy for help with seven minor conditions which would previously have required a GP appointment.

All Exmouth and Budleigh pharmacies will offer the new service, giving advice and, if needed, NHS medicines, to treat seven common health conditions – and all without needing to get a GP appointment.

Pharmacists have been backed by Government and the NHS to provide a new NHS ‘Pharmacy First’ service to support people in certain age groups seeking help for sore throats, earache in children, sinusitis, infected insect bites, impetigo, shingles, and urinary tract infections in women.

If you have symptoms that suggest you may have one of these conditions, you can now walk into a pharmacy and be offered a consultation with the pharmacist.

Under the new service pharmacists can provide advice and, if clinically necessary, will offer an NHS medicine to treat it (NHS prescription charge apply if you normally pay for medicines supplied on prescription). Should the pharmacy team be unable to help, you will be directed to your GP surgery or A&E as appropriate.

By thinking ‘Pharmacy First’, people will find it easier and quicker to get the help they need and bypass the 8am rush to book an appointment with their GP.

Find the new service at a pharmacy near you using the NHS website:

<https://www.nhs.uk/nhs.../prescriptions-and-pharmacies/>

About the service

- The Pharmacy First service enables members of the public to visit pharmacies, as a first port of call, for help with a range of common minor conditions.
- The service enables pharmacists to offer advice to patients and supply NHS medicines (including antibiotics), where clinically appropriate, for:
 1. Sinusitis – for children and adults aged 12 years and over;
 2. Sore throat – for children and adults aged 5 years and over;
 3. Earache (Acute otitis media) – for children aged 1 to 17 years;
 4. Infected insect bite – for children and adults aged 1 year and over;
 5. Impetigo – for children and adults aged 1 year and over;
 6. Shingles – for adults aged 18 years and over; and
 7. Uncomplicated urinary tract infections in women aged 16 to 64 years.

The pharmacist will be able to advise and may offer you treatment on prescription if appropriate.



The poster is titled 'Most pharmacies can help you with seven common conditions without needing a GP appointment'. It features the NHS logo and the text 'Providing NHS services'. A list of conditions is provided with their respective age groups: Sinusitis (adults and children aged 12 years and over), Sore throat (adults and children aged 5 years and over), Earache (children and young adults aged 1 year to 17 years), Infected insect bite (adults and children aged 1 year and over), Impetigo (adults and children aged 1 year and over), Shingles (adults aged 18 years and over), and Urinary tract infection (women, aged 16 to 64 years). The poster also includes a call to action: 'Ask your pharmacy for more information about this free* NHS service' and 'Visit your Pharmacy First!'. A small note at the bottom states: '*NHS prescription charge rules apply where a medicine is supplied'. The poster is decorated with several small photographs of people at a pharmacy counter and colorful geometric shapes.

NHS
Providing NHS services

Most pharmacies can help you
with **seven common conditions**
without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Ask your pharmacy for more
information about this
free* NHS service

**Visit your
Pharmacy First!**

*NHS prescription charge rules apply where a medicine is supplied



Blood pressure

Around 1 in 4 adults in the UK have high blood pressure, but many don't know it. It can increase your risk of a heart attack or stroke.

Did you know you can have your blood pressure checked here at the Practice?

We have a self-serve machine in the waiting area. Alternatively, you can visit a pharmacy or buy a machine to keep at home. Please ensure we are updated with any Blood pressure readings so we can update your medical record and ensure you are being monitored.



Patient feedback

We love receiving positive feedback, but we also would like to hear about any issues you may have encountered so that we can learn from these and strive to improve when needed. You can leave suggestions via our website, or can contact us via email on imperialprescriptions@nhs.net

After every appointment an automated Friends and Family Test (FFT) text message gets sent to each patient. The FFT allows patients to provide feedback on their experience which can be used to improve our services.

We also would be grateful if you could spend a few minutes leaving us a review on the NHS website: <https://www.nhs.uk/.../imperial.../L83628/leave-a-review>



Scan me!



Scan me!

or via google review:

<https://g.page/r/CQ2nKYYVvk40TEB0/review>



Travel Vaccinations

**IN ORDER TO PROVIDE YOU WITH
THE CORRECT RISK ASSESSMENT
AND APPROPRIATE
VACCINATIONS. WE ASK THAT
ALL TRAVEL FORMS ARE
HANDED TO THE PRACTICE AT
LEAST 6 WEEKS PRIOR TO
TRAVEL.**

We would like to invite you to use the NHS App - The new, simple, and secure way to access a range of NHS services on your smartphone or tablet.



You can also use the NHS App to:

Check your symptoms

Find out what to do when you need help urgently

Register to be an organ donor

Choose how the NHS uses your data

Need an appointment? *Book it with the App.*

Change your Pharmacy? *Choose and click.*

Had a blood test? *See the full results. (Remember—the Practice will only contact you if the doctor needs to discuss your test. So if you register on-line, you can set your mind at rest.)*

Re-order a prescription? *Click to request.*

Check your records? *It's all there.*

Want to access family records? *If you have consent, you can link their records too.*

For more information or to access the link to download the app – please visit this link:

<http://nhs.uk/app>





We are proud to be a Research Practice!

We are proud to be involved in many different research projects in the Practice.

This is so we can:

- Diagnose diseases earlier or more accurately
- Provide life changing treatments
- Prevent people from developing conditions
- Improve health and care for generations to come
- Ensure everyone has a better quality of life

For more information about what projects we are currently involved with, see our noticeboard in the waiting room.

Our very own Alice King (Assistant Practice Manager) has been involved in a recent media campaign to promote research involvement in the NHS. She assists Dr Turner with any research administration and plays an important role in the research work here at Imperial.

ADD RESEARCH TO *your* PRACTICE

#ResearchInPrimaryCare

"Our practice benefits from being involved in research. It gives us opportunities to discuss learning and new guidelines within the clinical team, and expand our knowledge on new treatment pathways. To other GP practices who may be interested in getting involved in research, I would say it's easier than you think, and there is a lot of support. You can do as little or as much as you want. Personally, I enjoy being able to offer patients the opportunity to take an active role in their health care in a less time pressured environment, and I have really enjoyed expanding my knowledge into research, and having more interaction with patients."

Alice King
Research Assistant/
Deputy Practice Manager



NIHR | National Institute for
Health and Care Research

Visit www.nihr.ac.uk/health-and-care-professionals

IN CRISIS? Not sure where to turn?



<p>1. GOT A CARE PLAN OR DISCHARGE PLAN?</p>  <p>That will tell you who to contact.</p>	<p>2. NO CARE PLAN?</p>  <p>Call Mental Health Matters (24/7) or visit a local MOORING (Barnstaple, Exeter and Torquay)</p> <p>0800 47 00 317 if you are 18+</p>	<p>3. FEEL LIKE YOU MIGHT NEED TO CALL 999 OR GO TO THE HOSPITAL?</p>  <p>No physical health problem? Call our First Response Service</p> <p>0808 196 8708</p>
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Deaf? Need urgent help? Contact us using **InterpretersLive!** (8am to 8pm) or **NHS 111 (SignVideo)** (24/7).

Are you a young person, struggling with how you're feeling?

We know it can seem really difficult to seek help when you are worried, stressed or lonely but getting the support you need and deserve can make a big difference.



<p>YOUNG PEOPLE 24/7 support</p>  <p>If you are under 18, you can contact Torbay and Devon Child and Adolescent Mental Health Services (CAMHS) for mental health support and advice.</p> <p>03300 245 321 between 8am-5pm Mon - Fri 0300 555 5000 out-of-hours</p>	<p>KOOTH Digital support</p>  <p>Online mental wellbeing community. Safe, anonymous support free to people under 18.</p> <p>kooth www.kooth.com</p>	<p>URGENT HELP 24/7 helpline</p>  <p>If you are at risk of causing yourself harm, call 999</p> <p>Childline 0800 1111 Contact Samaritans 24/7 on 116 123</p>
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