



Imperial
MEDICAL PRACTICE

IMPERIAL NEWSLETTER

SUMMER 2024



After many years of being Chair of our Imperial Patients Group; we are sad to say Alan Worthington has now retired from the IPG.

We congratulate Alan on the amazing long service and effort as chairman, helping us steer through years of challenges and hurdles. Our senior partner, Dr John Moffat, thanked Alan profusely and said how it is vital practices continue to work together with their patients to help generate an understanding of how the landscape looks for General Practice from a patient and practice perspective going forward. Although Alan is no longer Chairman, he will continue to attend meetings when he can.

And so we welcome our new Chairman, Mr Fred Caygill. After a unanimous vote, Fred felt honoured to have been elected and knows he has big shoes to fill. Fred formerly thanked Alan for doing such an excellent, first-class job of chair for so many years.

Fred is looking forward to his role as Chair of the IPG. Fred has been involved with East Devon District Council and Exmouth Town Council for many years and is also a newly appointed Governor of the Royal Devon University Hospital.

The Imperial Patients Group (IPG) is one of the earliest patient participation groups in Devon helping to improve our patient's experience.

If you are interested in joining our patient group or virtual group, please email us imperialprescriptions@nhs.net



WHO IS WHO ON OUR TEAM:

PARTNERS:

Dr John Moffat
Dr Robin Levantine
Dr Anna Turner

SALARIED GP'S

Dr Tom Wright
Dr Jo Fearon
Dr Michelle Wright
Dr Kelly-Marie Chen

NURSES/HCA'S

Harriet Swarbrick (Lead Nurse)
Kay Douglas
Gemma Lockhart
Hayley Long
Jenny Blain
Tina Millsom
Donna Brown
Phoebe James (GPA/TNA)

GP REGISTRARS:

Afaf Saleem
Emma Downs

Welcome to:

Afaf Saleem: GP registrar
Julie Thomas: Care Navigator
Laura Goss: Apprentice Care Navigator

Sad to say goodbye....

Glynis Taylor: Semi-retired
Sarah Baldwin: Retired

MANAGEMENT:

Emily Lampitt (Manager)
Alice King (Assistant Manager)
Zoe Newey (Accounts/Finance)

ADMIN/CARE NAVIGATOR TEAM:

Donna Brown
Lisa Cabrol
Lucy Scott (Admin Team Lead)
Bernie Grumbt (Secretary)
Laura Goss
Claire Hills (Admin Team Lead)
Phoebe James
Poppy Kingscott
Chris Lowe
Michaela Pinn
Julie Thomas
Janette Wade (Secretary)

New Long Term Condition Process

Here at Imperial Medical Practice, we are committed to continuously improving our services to better meet the needs of our patients. With this in mind, we will soon be making changes to our recall process for patients with a long-term condition.

From July 2024, we are changing when we invite patients with long-term conditions to attend appointments based on their month of birth. This adjustment enables us to streamline our scheduling process while ensuring that all our patients receive timely and appropriate care.

If you have a long-term condition such as Diabetes or Asthma, you will receive an invitation to book your annual review with the practice during your birthday month either by text or letter asking you to contact the practice. If you have more than one condition; we will aim to combine these appointments for you.

Patients do not need to make contact with the surgery to book their appointment until they have received a letter or text inviting them to make their appointment.

We understand that some patients may have had recent appointments with our nursing team within the last three months. However, we wish to stress the importance of attending scheduled appointments, regardless of recent consultations.

Should you have any questions or concerns regarding these changes or your upcoming appointments, please do not hesitate to contact us. We are here to assist you and address any queries you may have.

Thank you for your understanding and cooperation as we strive to enhance our services for you and all our patients.



Did you know?

When using the NHS App under “Your health” you are able to view referrals, upcoming appointments and waiting lists, simply by selecting “Upcoming and past appointments” and then “Hospital referrals and appointments”

Download the app now!



Need a repeat prescription?



Via our website on the NHS App

Email:



imperialprescriptions@nhs.net



Via the surgery prescription box,
which is located in the lobby or
through your pharmacy

Please note we **do not** take
requests over the phone
unless already agreed in
advance



Please order in good time:
We aim to send your request to the
pharmacy within 2 working days of
receiving it



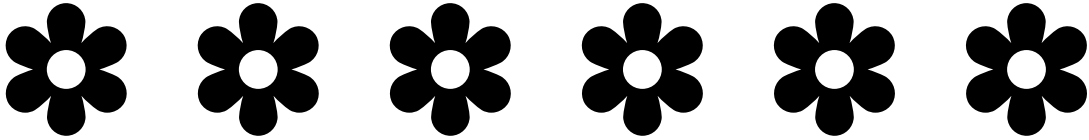
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Did you know we are a Parkrun Practice?

On the NHS' 76th Birthday some of the Imperial team volunteered at [Exmouth parkrun](#) to celebrate the NHS turning 76 and to celebrate one of our team members taking part in her 250th parkrun! It was a pleasure to be a part of it. A massive thankyou to the rest of the amazing volunteers who make this event happen every week.

Come and join us at future events - you can run or walk- it's the taking part that counts.





Babies and young children can become ill during very hot weather.



Visit www.nhs.uk/sun for tips on keeping your children happy and healthy in the heat.



HOT WEATHER

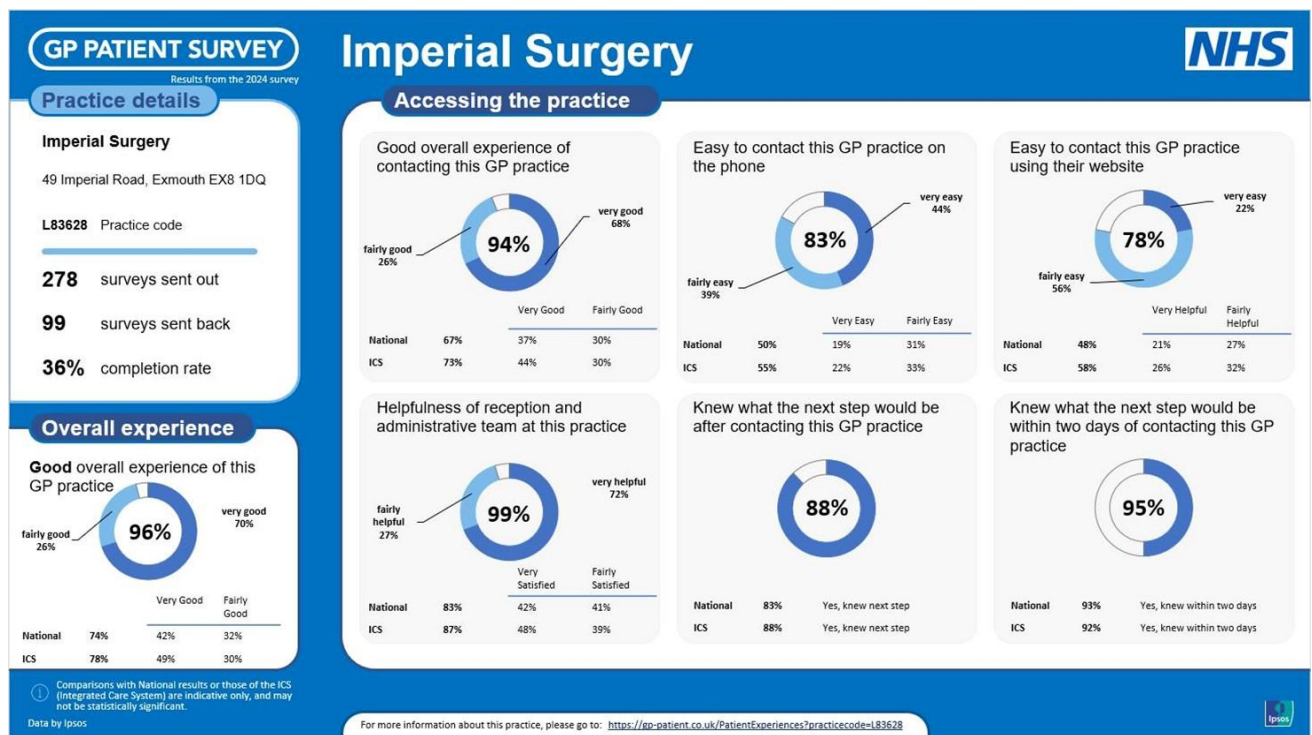
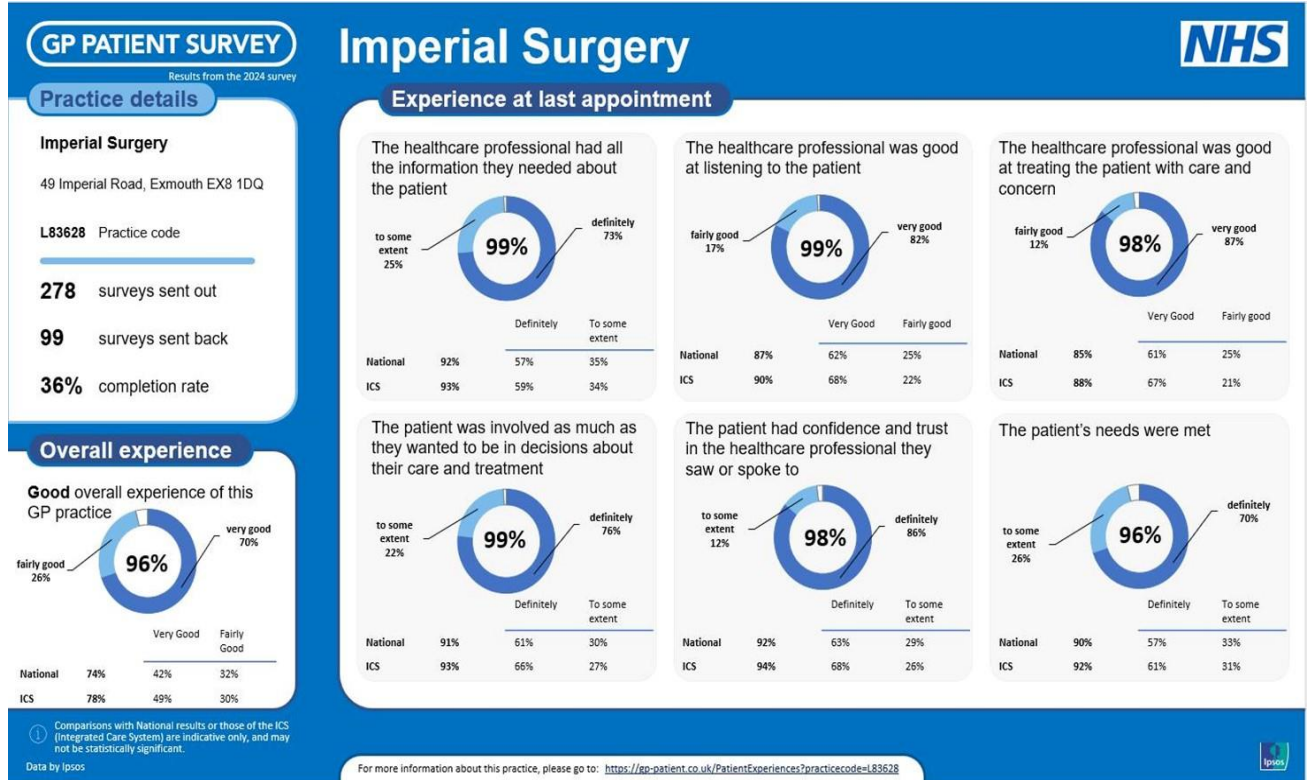
Going out in the sun?



Stay well in hot weather by drinking plenty of fluids, staying in the shade when the sun is strongest (11am-3pm) and limiting strenuous physical activity during the hottest part of the day.

Results of our GP Patient Survey for more information go to:
<https://gp-patient.co.uk/PatientExperiences?practicecode=L83628>

Big thank you to patients who have taken to trouble to complete the survey...these are the results...





AUGUST 2024

MIU & WIC OPENING TIMES

	Exmouth MIU	Honiton MIU	Ilfracombe MIU	Sidwell St. WIC
Monday	8am-8pm	8am-8pm	<i>Closed</i>	8am-8pm
Tuesday	8am-3.30pm	8am-8pm	<i>Closed</i>	8am-8pm
Wednesday	8am-8pm	<i>Closed</i>	<i>Closed</i>	8am-8pm
Thursday	8am-3.30pm	8am-8pm	<i>Closed</i>	8am-8pm
Friday	8am-8pm	8am-8pm	<i>Closed</i>	8am-8pm
Saturday	<i>Closed</i>	8am-8pm	10am-6pm	8am-8pm
Sunday	8am-8pm	8am-8pm	10am-6pm	8am-8pm

**For a minor injury or accident including:
Bites and stings, cuts and grazes, sprains and strains, minor
wound infections, foreign bodies to eyes and nose.
Minor burns and scalds, eye injury and minor head injury attend
MIU or WIC**



RSV Vaccination

From September 2024 patients aged 75-79 are eligible for a Respiratory Syncytial Virus (RSV) vaccination.

We will be holding clinics from September onwards and you will receive your invitation in the coming weeks

RSV is an infectious disease of the airways and lungs. RSV infection often causes symptoms similar to a cold, including:

- cough
- sore throat
- sneezing
- a runny or blocked nose

It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions. There is no specific treatment, and most infections will get better by themselves. Every year thousands of older adults need hospital care for RSV, and some of them will die. RSV can be more severe in people with medical conditions such as heart or lung disease or a weakened immune system.

RSV infection is common in young children but is most serious for small babies and for older people.

Please note this vaccination cannot be given with the covid and flu vaccinations and you will receive a separate invitation for these vaccinations.





Seasonal Vaccination Time!

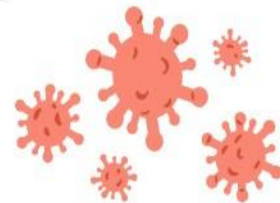


We are now taking bookings for flu vaccinations. We have two Saturday clinics: 5th October and 19th October.

All eligible patients will receive a text message or telephone call to book your appointment by September.

We are able to offer the covid autumn booster to those eligible patients at the same time as your flu vaccination.

Please help support us by having your vaccination at the surgery so we can continue to offer this service



Help us to Help you!

YOUNG CARERS

A young carer, aged 18 or under, assists in caring for a family member with a disability, illness, mental health condition, or substance abuse issue.

If you or someone you know falls into this category, they likely provide care for a parent or sibling.

They might:

- Take on additional household tasks like cooking, cleaning, or assisting someone with dressing and moving around.
- Give significant physical assistance to a disabled or ill parent, sibling, or relative.
- Offer emotional support to a disabled or ill sibling as well as their parents.

Many services, including your GP practice, are here to assist you in your role. When you tell your GP practice you are a young carer we will:

- Recognise that young carers have unique needs and should not be generalised.
- Consider the support and empathy that young carers may require.
- Listen attentively to the voices of young carers.
- Avoid depending on young carers to communicate for the person they care for.

The advantages a GP practice can provide to a young carer include:

- flu vaccination, routine health check ups, and screenings for anxiety and mental health
- 'double appointments' – offering carers a separate appointment for their own physical and mental health assessments when accompanying their loved ones to the clinic
- ensuring that their requirements are recognized and addressed by the entire medical practice
- staff trained in carer awareness.

If you recognise that you or anyone you know is doing any of the above speak to your GP practice so we can support you with the care and support needed.

Did you know...



The Government gives this practice just £107.57 a year for each patient, whatever their health needs. That's less than the cost of a TV licence.

This means we're only given 30p a day for every patient registered with us – less than the cost of an apple.



GPs want the same things that you do.

We believe nobody should struggle to see their family doctor.

We believe general practice deserves a **bigger slice** of NHS funding so we can train and hire more GPs, deliver the services you require and make it easier to get appointments to see your GP and practice team.

We know you deserve better than this. GPs Are On Your Side.

bma.org.uk/GPsOnYourSide

How to contact the Practice:

Imperial Surgery is available Monday to Friday 8:00am to 6:00pm (excluding bank holidays) and can be contacted in the following ways:

- **Telephone 01395 224555**
- NHS App (24/7) send messages through your medical record and request medication.
- SystemOnline App (24/7) send messages through your medical record and request meds.
- Patient on line consultation via website
- Email: imperialprescriptions@nhs.net

Please phone 01395 224555 for anything that is urgent and requires same day advice – we appreciate there can be waits, but we will try and keep this to a minimum and we ask for your patience.

Contact your local pharmacy for the following conditions:

Athletes foot	Minor allergies
Bloating and wind	Cold sores
Conjunctivitis	Constipation/diarrhoea
Cough/cold	Cystitis
Dermatitis/eczema	Viral infections
Ear wax	Headaches
Head lice	Indigestion
Irritable bowel	Mouth Ulcers
Nasal congestion	Piles
Runny nose	Sleep problems
Styes	Thread worms
Teething problems	Thrush

If life is in danger call 999

Anaphylaxis	Appears to be very unwell
Severe breathlessness	Severe bleeding
Suspected heart attack	Severe burns
Drowning	Choking
Low blood sugar	Uncontrollable seizures
Deep laceration/cut	Hypothermia
Suspected stroke	Suspected meningitis
Suspected sepsis	Unconscious

Follow us on Facebook for updates and information

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

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.

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!

