



Imperial
MEDICAL PRACTICE



Spring 2025 Newsletter

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

Easter
Opening
HOURS

Good Friday (18th April)	CLOSED
Saturday 19th April	CLOSED
Easter Sunday	CLOSED
Monday 21st April	CLOSED
Tuesday 22nd April	8am - 6pm

We will be back to our usual opening times from 8am Tuesday 22nd April.

If you require medical attention during this time please call 111. In an emergency please call 999.

We hope you have a happy and healthy Easter!

Imperial Medical Practice
45 – 49 Imperial Road, Exmouth,
EX8 1DQ

T: 01395 224555

E:
d-icb.imperialprescriptions
@nhs.net

W:
www.imperialmedicalpractice.co.uk

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

We are pleased to be able to offer our patients enhanced access by appointment for those who find it difficult to attend normal practice times due to other commitments.

Goodbye to Dr Tom Wright!

We are sad to announce that Dr Thomas Wright is left the Practice at the end of February 2025.

Dr Wright initially joined the Practice on placement during his GP training and stayed on at the Practice after completing his training meaning he has looked after many local families over the past few years.

Dr Wright said: 'I've really enjoyed my time training and working at Imperial Medical Practice and wish all the patients I have consulted with the best in the future.'



We would like to take this opportunity to thank him for his dedication to the Practice and his patients over the last few years and wish him all the best with his future plans.

If you are one of Dr Wright's patients, you will be notified by text message in due course of your new usual GP. Information will also be available on our website and our social media pages. If you are not currently signed up for text message updates, please contact the Practice.

Goodbye!
& THANK YOU



Goodbye to Dr Michelle Wright!

Dr Michelle Wright has been a GP at the Practice for 25 years, with the last 5 years as a retainer GP whilst she prepared for her retirement.

We wish her all the best for a healthy and happy retirement.

She will be hugely missed by the Imperial team and her patients. We would like to take this opportunity to thank her for her commitment and hard work over the years.

**Welcome to Salaried GP Dr
Lydia Silvester**

We are delighted to welcome Dr Lydia Silvester to the Imperial team.



She is currently re-locating to the area and plans to join us mid May 2025. She will work Mondays, Wednesdays and Thursdays and will take over as usual GP for the majority of Dr Tom Wright's patients. You will be notified by text message in due course.

Please note: you can have a choice over which GP you see at the Practice, despite being registered under a specific "usual" GP.



Welcome back.....

..... to Dr Anna Turner who returned from maternity leave in January 2025 after the birth of her baby boy. Dr Turner works on a Monday, Tuesday and Wednesday.

Also, Dr Emma Downs (GP registrar) is due to return from her maternity leave in May 2025 after the

birth of her baby boy.

Dr Downs has been back to work on some 'keeping in touch' days over the past couple of months but she will return fully in May working on a Tuesday, Wednesday and Friday.

Social Media campaign:

! We need your help !

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

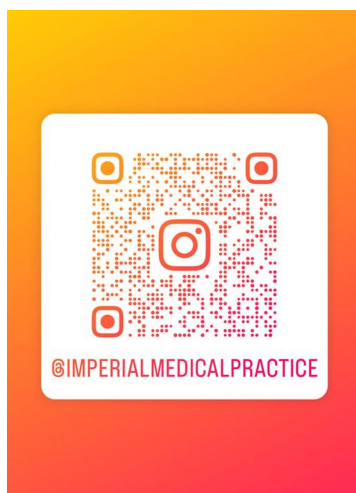
Having more followers allows us to share information effectively and efficiently. We can also share any updates or changes with you so you are one of the first to know.

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/>

Did you know that unpaid carers aged 16 and above are now eligible to book their free Covid booster and flu vaccinations at the Practice? Contact us to book in.



The Imperial Patient Group (IPG)

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:

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 – Frederick Caygill

Treasurer – Derek Williams

Secretary & Practice Manager – Emily Lampitt

Surgery rep – Zoe Newey

Members – Alan Worthington, Pamela Day, Jacky Stockhill, Phoebe James, Alice King, Martin Weller, & Gloria Payne

Imperial Surgery Book Library



As you may know, in reception we have a book library. Take a book, enjoy it, if you can donate to the Imperial Patient Group to help support our community.

Donations of books are always welcome—help us keep our library stocked!

Thank you for the support!

Coming soon.....

New Tablet Available in Reception!

For patients without a smartphone or internet access at home, we now have a tablet device available for use in reception.

Use it to: complete online forms or submit an online consultation.

Ask at reception for more information. This service is here to help you stay connected to your healthcare.



COVID Spring Booster Vaccinations

We are now taking bookings for the COVID spring booster vaccinations.

All eligible patients who use a mobile phone will receive a text message with a booking link. Alternatively, you can come into the Practice or call us on 01395 224555 to book your spring booster.

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



RSV Vaccination

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

If you have not yet been invited for this and are eligible, please contact the surgery where we will get you booked in.

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.



Patient Statistics February 2025

- **4,103** Inbound telephone calls
- **791** Telephone consultations
- **955** GP Face to face consultations
- **191** Online consultations
- **2,089** Pathology results actioned
- **32** Home visits
- **48** Fit notes issued
- **2076** Prescriptions issued
- **102** New Patients Registered
- **115** Did not attend appointments



**Last month 97% of all patients
attended appointments**

FEBRUARY STATISTICS

3%
DID NOT
ATTEND

97%
ATTENDED

If you are unable to attend **always** cancel your appointment



Call us on **01395 224555**



Email **imperialprescriptions@nhs.net**



View and cancel your appointment using **Online Services**
or the **NHS App**



Visit the practice in person

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/service-search/pharmacy/find-a-pharmacy>

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 features the NHS logo at the top right with the text 'Providing NHS services'. The main headline reads: 'Most pharmacies can help you with seven common conditions without needing a GP appointment'. Below this is a list of conditions 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 includes several small photographs of pharmacists interacting with patients. At the bottom, it says 'Ask your pharmacy for more information about this free* NHS service' and 'Visit your Pharmacy First!'. A small asterisk at the very bottom states '*NHS prescription charge rules apply where a medicine is supplied'.

For aches and pains, can you buy what you need?

For minor illnesses have you thought about talking to your pharmacist and buying what you need?

Prescribing readily available medication like paracetamol costs the NHS millions every year, adding unnecessary strain to local GPs and the NHS. Processing these prescriptions can cost 20 times the price of buying identical medication at your local pharmacy or supermarket.

Before you call a GP, talk to your pharmacist. You don't need an appointment and for most minor illnesses it's faster and easier.

If you take care of the little things, your NHS can keep taking care of you.



We all experience aches and pains from time to time, but did you know that over-the-counter painkillers like paracetamol or ibuprofen can help manage most mild discomfort? However, it's important to use them correctly and consult your GP if pain persists or worsens. 🔍 Whether it's a headache, muscle pain, or joint ache, understanding how to manage pain is key to staying healthy and active. 👉 Find out more about safe pain relief: <https://www.nhs.uk/live-well/>

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 d-icb.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/services/gp-surgery/imperial-surgery/XL83628/leave-a-review>



Scan me!



Scan me!

or via google review:

<https://g.page/r/CQ2nKYYVv40TEB0/review>

View your hospital records with MY CARE

MY CARE brings your Royal Devon medical information and interactions with your clinical team into one place.

You can access it using an app on your mobile phone or via your computer.

MY CARE is accessible day or night and gives you handy access to your medical information if you're away from home or abroad.

Key benefits

Here are some of the features you'll find within MY CARE:

- See the results of most tests when they are available*²
- View your calendar of upcoming appointments, along with details about attending*³
- Search for information on past appointments, along with clinical information provided by your care team
- Keep your care team informed by completing health questionnaires and updating allergy and medical information
- Check your health information at any time, home and abroad
- Send a message directly to your care team from within the app if you've got any questions about your care*⁴
- Allow a family member or loved one to access your health and appointment information by enabling Proxy Access



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 re-
search 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 cur-
rently involved with, see our noticeboard in the waiting
room.



TAKE PART IN VITAL DEMENTIA RESEARCH

to help improve diagnosis,
treatment and care

Register online

www.joindementiaresearch.nihr.ac.uk

or call one of the charity helplines:

Alzheimer Scotland
0808 808 3000

Alzheimer's Research UK
0300 111 5 111

Alzheimer's Society
0333 150 3456

Calls to Alzheimer Scotland are free. Calls to Alzheimer's Research UK and Alzheimer's Society cost no more than a national call from any type of phone or provider and calls are included in any free call packages on landlines and mobiles.

Delivered in partnership by

NIHR | National Institute for
Health and Care Research

 **Alzheimer
Scotland**
Action on Dementia

**ALZHEIMER'S
RESEARCH
UK** **FOR A
CURE**


**Alzheimer's
Society**

Join Dementia Research is funded by the Department of Health and Social Care

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 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</p> <p>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</p> <p>Contact Samaritans 24/7 on 116 123</p>
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