

Your Doctors

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OPENING TIMES

8.30am—1 every day
2pm—8pm (Monday)
2pm—6pm (Tues-Fri)
Closed Saturday & Sunday

ENHANCED ACCESS

If you need access to GP services in the evenings, or at weekends, there are now improvements to where, when and how appointments can happen.

Remote, pre-bookable GP appointments are available to all patients through LIVI, every weekday, 4-8pm and at weekends. To pre-book an appointment, please call the surgery.

Monday evening appointments at Neetside Surgery are available up to 8pm

Call 111 for medical advice & direction: 999 for life-threatening emergencies.

EASTER CLOSURES

We will be closed all day on **Good Friday 29th March & Easter Monday 1st April** as well as normal weekend closures. Please use our website for non-urgent information.



Tap the App!

We want to encourage our patients to use online access points to the surgery whenever that is possible or appropriate. This takes the strain off our phonelines and can be done 24/7 in the comfort of your own home, without the frustration of a queue. You can use NHSApp or SystmOnline to order prescriptions, cancel appointments, contact the practices for admin queries, request sick notes, check results and vaccinations, check your medical record etc. This is fast becoming the easiest way to manage your healthcare and get good, reliable health information securely and quickly.

Once you've installed NHSApp and been verified, or been given your unique SystmOnline user name and password, you have your healthcare at your fingertips—literally!

To get your SystmOnline log-in details, please ask at reception. You will need to come in 'in person' with photo ID for these log-ins. Please note, to ensure patient confidentiality, we can only give login details to the person to whom they belong, unless we have written consent in place to do otherwise.

To get NHS App, visit your App Store, download, get your details verified and start pressing! You will need a Smart phone or Smart device to do this, as ID is required to verify your identity and ensure everything is fully secure.

We want as many people as possible to take advantage of the NHSApp and SystmOnline as soon as possible. Not only does this enable you to manage healthcare 24/7 at time of your choosing, with world-wide access, it allows those who aren't able to manage online technologies to get through by phone a little more easily.

If you have any questions about NHSApp or SystmOnline, or are struggling to get online please ask one of the team and they can guide you through things or explain where to get further support.

BUT IF YOU STILL NEED TO CALL...

...our phonelines, although incredibly busy, will be there for you. Our staff are always happy to help.





FROM THE TEAM

HOSPITAL INFORMATION

To check and manage appointments and referrals to a hospital, for treatment and care, have a look at **MY CARE**. Here's just some of the features it offers:

- See the results of most tests when they are available
- View your calendar of upcoming appointments, along with details about attending
- 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 this 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

To start using MY CARE, visit the App Store or Google Play and download MyChart, then select MY CARE Royal Devon. MyChart is an app from healthcare technology firm Epic, used in many hospitals in the UK and around the world. Once you download this app you can access the MY CARE service. For full information just type MY CARE NHS.

Once downloaded to your smartphone or tablet, you'll be asked a few security questions to verify your identity. You will receive a message from the MY CARE support team once your account has been approved.

And to check waiting times there is

My Planned Care

Latest information and support for people waiting for a hospital appointment, operation or treatment.

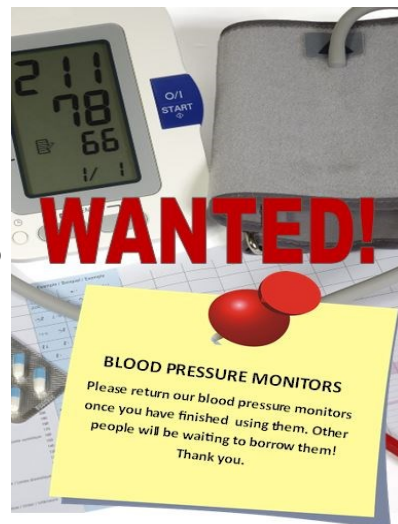
www.myplannedcare.nhs.uk



BP MONITOR AMNESTY!

Just a reminder to get any Blood Pressure monitors that you have borrowed back to us **AS SOON AS POSSIBLE**, once you've completed the readings needed. The maximum time you should need them for should be two weeks, and only then if a second set of weekly readings is requested.

If you've kept one over-long, please don't be embarrassed about bringing it back. There will be no waggy fingers or stern faces ... we just want to have the monitors back for other people to use, and will be absolutely delighted to have those prodigals back! There are always people waiting.



ABOUT HOME VISITS

We are delighted to have access to Emergency Care provision through a Home Visiting Team from our Primary Care Network (PCN), as well as our own in-house Emergency Care Practitioners, **Spencer Ward** and Advanced Nurse Practitioner, **Nicky York**, all with extensive experience in emergency care.



If you are medically unable to attend the surgery with an urgent condition, or an existing condition that has become suddenly worse, you may request a Home Visit as long as you ring (wherever possible) before 10am. We pass this information on to the Home Visiting Team for someone to come out and visit you. The Home Visiting Team consists of paramedics and Emergency Care Practitioners who are specifically qualified and experienced in managing emergency conditions and doing reviews in people's homes. Many of the HV team have worked for Ambulance Services.

Although our GPs used to provide this service, they now restrict their home visits to those who need palliative care at home or who are requiring End Of Life (EOL) care at home.

NEETSIDE SURGERY
IS AVAILABLE ON
FACEBOOK



Neetside Surgery: 01288 270580

March 13th NO SMOKING DAY March 13th

Every time you smoke a cigarette, your body is flooded with thousands of chemicals, many of which are poisonous.

The day you stop, your body starts clearing itself of all those nasty toxins and the repair process begins.

You'll notice some benefits within days or weeks:

- your senses of taste and smell improve
- you start to breathe more easily
- you have more energy

Other benefits will follow, including:

- better blood circulation to your heart and muscles, which will make physical activity easier
- improved lung function, leading to reductions in any cough, wheezing or other breathing problems

Many people try to quit smoking with willpower alone, but it's much easier to go smoke-free with the right help.

What options are available to me?

There are lots of support options available to help you on your quitting journey.

- Support agencies like **Healthier Cornwall** or **Stop For Life Devon** can offer tailored support (see below for details). If you prefer apps and the 'DIY' approach, have a look at the **Better Health Quit Smoking App**.
- Talk to one of the healthcare team at our surgery.
- If you have a long-term condition, you can speak to one of our Health & Wellbeing Coaches. There's a whole range of support available.
- You might want to consider the cost of different aids and the side effects. If you've tried to quit before, think about what methods worked for you and what you might want to do differently.

The key is not to give up the attempt. Try all options until you find the one that works for you. **Good luck.**

Type either of these into your browser to get support.

- 1) **HEALTHY CORNWALL**
- 2) **BETTER HEALTH: QUIT SMOKING**





Think pharmacy first

See your pharmacist

Help us help you

DON'T FORGET WHAT YOUR PHARMACY CAN NOW HELP WITH....

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)

urinary tract infections or UTIs (women aged 16 to 64 years)

ASK FOR PHARMACY FIRST

Bude Sensory Nature Group

Meeting on 2nd and 4th Friday of the month

11-1pm

- 23rd Feb **Bude Canal Walk** Meet by Tourist Info car park, EX23 8LE
- 8th Mar **Walk at the Weir** Meet in lower car park, meeting in bottom car park just after bridge, EX23 0JD
- 22nd Mar **Nature prints and walking at Crooklets** Meet at pay and display, EX23 8NE
- 12th April **Felling with Emma** Meet at St. Andrew's Church, Stratton, EX23 9DP
- 26th April **Tamar Lakes** Upper Tamar Lakes, Holsworthy EX23 9SB
- 10th May **Bude Canal Walk** Meet by Tourist Info car park, EX23 8LE
- 24th May **Walk at the Weir** Meet in lower car park, meeting in bottom car park just after bridge, EX23 0JD
- 14th June **Biscuit making and walk** Meet St. Andrew's Church, Stratton, EX23 9DP

Please get in touch if you require transport

To book and for more details

Tel: 01726 222900

email: creativespaces@sensorytrust.org.uk



Creative Spaces

Creative Spaces supports people living with dementia, their families and carers in rural communities in Cornwall

MARCH IS PROSTATE CANCER AWARENESS MONTH

Please be prostate aware. **Did you know?**

*** 1 in 8 men will get prostate cancer.

*** If you're over 50, or you're black, or your dad or brother had it, you're at higher risk.

*** Prostate cancer is not always life-threatening, so the earlier you catch it the more likely it is to be cured.

It's surely worth 30 seconds and 3 quick questions to check your risk!

<https://prostatecanceruk.org/risk-checker>



FACTS

74%

of men cannot correctly identify what their prostate does.



Only **1 IN 3 MEN** realise that early stage prostate cancer often has no symptoms.

Only **54%**

of men realise prostate cancer is the most common cancer in men in the UK.

1 IN 2

men think they'll be invited for a test if they're at higher risk - **but the truth is they won't.**

79%

of men underestimate how many die of prostate cancer. The reality is over **12,000** men dying every year in the UK.

3 IN 5

men don't want to bother their GP without symptoms ...but they may not have any

4 IN 5 MEN

don't realise a man's **ethnicity** influences his risk of prostate cancer.



Prostate Cancer UK is a registered charity in England and Wales (1005541) and in Scotland (SC039332). Registered company number 02653887 7040

***** Wishing everyone a very happy Easter break *****