

# Sid Valley Practice

## The Triage System

**ALL REQUESTS FOR URGENT ADVICE AND SAME DAY APPOINTMENTS WILL NOW BE DEALT WITH BY THE 'ON THE DAY DOCTOR'**

To improve the care offered to Patients with urgent medical problems, and to manage the pressure on GP appointments, the doctors at Sid Valley Practice started a new service on the 8<sup>th</sup> June 2010 called the "On the Day Doctor".

Every morning, anyone requesting urgent advice or urgent appointments will be called back by the "On the Day Doctor". The "On the Day Doctor" will be running a surgery dedicated to discussing urgent advice and appointment requests.

The Doctor will often be able to sort a problem out over the phone, however if an appointment at the surgery is needed, the doctor will arrange this for you.

Patients wishing for an on the day appointment should **telephone** the surgery first rather than attending in person. If patients attend in person requesting an on the day appointment, they will be asked to provide details of their acute problem in order to ascertain the best treatment path.

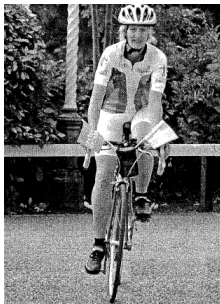
Requests for routine appointments will still be booked in the usual way. Home visits, advice and ongoing problems will be passed to your doctor to be dealt with in the usual way.

## Great Tour adventure

While the Great Tour - a 64 day cycle ride around the coast of Britain - set off in a blaze of glory from Seaton, a Beer cyclist was poring over the logistics of getting herself and her bike to a remote location in Scotland to join and ride a stage at a later day.

Sue Tubbs, lead practice nurse at the Sid Valley Practice, will be riding 550 miles from Ayr to Lytham St Annes in August. She said; "I am one of a 10-strong official Prostate Cancer charity team and will be raising money for the charity by completing the challenge. I am really looking forward to it, but, at the moment, I am wondering how to get a week's kit into my supplied 100 litre bag and get myself, the bag and my bike in a bag to my start point in Scotland singlehanded via plane, train and then I don't know how!"

Experienced cyclist Sue also added; "It's not a race, it is about providing cycling for everyone - to get this tour established in the sporting calendar, like the London Marathon, and to open up the route, like the South West Coast Path, so that, in the future, everyone will be able to do sections as and when they want to, and eventually have cycled round the entire country."



## Removal of records

During early July, our paper copies of patients records were put into secure storage. This has provided a lot of valuable office space which we are planning to utilize. Off site storage of our medical records has not restricted our access to them, records can be delivered within a few hours if required.

## Missed appointments in June & July 2010: **289** – equivalent to over 48 hours!

Missed appointments waste NHS resources and missed appointments increase waiting times for other people that need to be seen. 'Forgetting' is the major cause of missed appointments. Almost 13.5 million GP appointments and nearly 6.5 million practice nurse appointments are being missed each year - this has a significant impact on scarce NHS resources. We understand in some cases it is unavoidable and appointments are missed due to ill health etc but if at all possible please telephone the surgery to cancel your appointment.

## Newsletter - August 2010

### Ordering Prescriptions

You can now order repeat prescriptions in one of the following ways:

\* Write down your order on paper (we provide slips if you require or you can use the tear off slip attached to your prescription) & bring to the surgery.

\* Send in your request by post to the surgery.

\* Fax in your request to 01395 578408 Sidmouth Health Centre or 01395 513150 Sidford Surgery.

You can also order via the web site at: [www.siddoc.co.uk/repeatprescriptions.php](http://www.siddoc.co.uk/repeatprescriptions.php)

**PLEASE NOTE - WE CAN NOT ACCEPT ANY REQUESTS OVER THE PHONE.**

### Contact Details

Sidmouth Health Centre	Sidford Surgery
Blackmore Drive	Church Street
Sidmouth	Sidford
Devon	Devon
EX10 8ET	EX10 9RL
01395 512601	01395 512786

### NHS Direct

For health advice and reassurance, 24 hours a day, 365 days a year: **0845 4647**

### Contact us online

Our website address is: [www.siddoc.co.uk](http://www.siddoc.co.uk)  
You can now order repeat prescriptions via our website.

General enquiries can be sent to: [sidvalleyenquiries@nhs.net](mailto:sidvalleyenquiries@nhs.net)

Prescription enquiries can be sent to: [sidvalleyprescriptions@nhs.net](mailto:sidvalleyprescriptions@nhs.net)

### Out of hours doctors

If you require the services of a doctor outside of our opening hours then you can contact Devon Doctors on: **0845 6710 270**