



CHELSTON HALL HERALD

MEASLES — Prevention

Measles is an infection that spreads very easily and can cause serious problems in some people. Having the MMR vaccine is the best way to prevent it.

Measles can lead to serious problems if it spreads to other parts of the body, such as the lungs or brain. Problems that can be caused by measles include:

- *Pneumonia
- *Meningitis
- *Blindness
- *Seizures (fits)



The MMR vaccine is recommended for all babies and young children, but older children and adults can have it if they were not vaccinated when they were younger. The MMR vaccine can be given at any age.

If you have not had two doses of the MMR vaccine, you still can.
Call the surgery to book an appointment.

SHINGLES VACCINE

The shingles vaccine is recommended for some older adults and people with a severely weakened immune system.

- ◆ Do you turn 65 on or after 1 September 2023?
- ◆ Are you aged 70 to 79?
- ◆ Are you aged 50 and over with a severely weakened immune system

If you answered yes to any of the above, call the surgery to book an appointment.

PNEUMOCOCCAL VACCINATION

The pneumococcal vaccine helps protect against some types of bacterial infections that can cause serious illnesses like:

- meningitis (an infection in the brain and spinal cord)
- sepsis (a life-threatening reaction to an infection)
- pneumonia (an infection in the lungs)

Who should have the pneumococcal vaccine?

- Babies – At 12 weeks & a booster at 1 year
- People aged 65 and over
- Children and adults at higher risk of getting seriously ill – See the list opposite

If you fit this criteria call us to book an appointment.

You're at higher risk of getting seriously ill from pneumococcal infections if you have:

- * sickle cell disease, problems with your spleen/spleen removed
- * a long-term condition that affects your breathing such as COPD or cystic fibrosis
- * long-term condition that affects your heart such as coronary heart disease or heart failure
- * chronic kidney disease
- * a long-term condition that affects your liver such as cirrhosis
- * diabetes
- * a weakened immune system due to a condition such as HIV, or a treatment such as steroid medicine or chemotherapy
- * a condition where fluid that protects the brain and spinal cord leaks out (cerebrospinal fluid leaks)
- * cochlear implants



Chelston Hall Telephone System



NEW TELEPHONE CALL BACK SYSTEM

We launched our new telephone system in March at Chelston Hall Surgery. This phone system enables patients to choose a call back option. Instead of waiting on hold when calling the appointment line, you have the option to request to be called back.

The call-back feature is an automated system that allows the practice to set a parameter number of callers for the queue. Once that limit has been reached, the next patient calling the appointment line will be offered the call-back option.

Patients will be offered to dial '0' for the call-back option. This will hold their position in the queue as if they were still on the phone. The system will then ring the patient back when they have reached number one in the queue. This means that rather than staying on hold, you can carry on with your day or rest if you're feeling unwell.

Please note that if you have a private / withheld number the system is unable to call patients back.

Walking to Wellbeing

Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. Walking briskly can help you build stamina, burn excess calories and make your heart healthier. You do not have to walk for hours. A brisk 10-minute daily walk has lots of health benefits.

If you're not very active but are able to walk, increase your walking distance gradually.

If your joints are a problem, check whether your local swimming pool holds exercise classes.

The water helps to support your joints while you move and can help you strengthen your muscles.

Make it a habit

The easiest way to walk more is to make walking a habit. Think of ways to include walking in your daily routine.



Use the Active 10 app

Active 10 allows you to track how much and how fast you have walked.

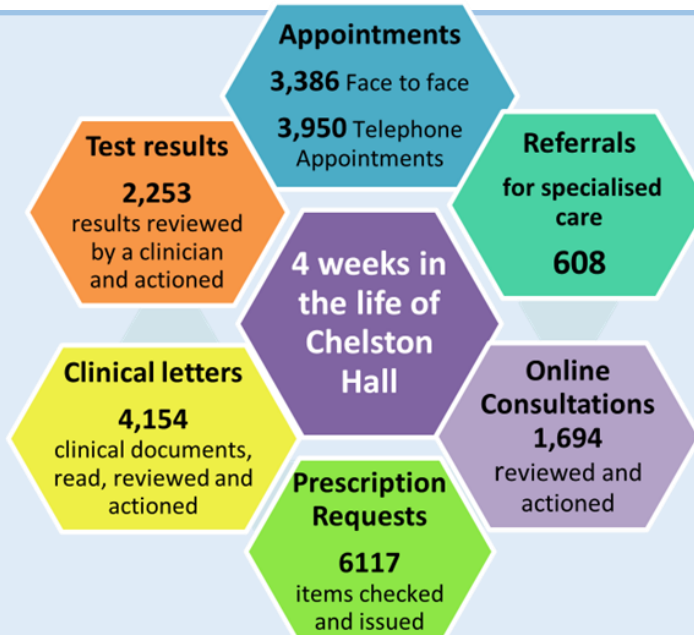
To keep things interesting, it gives you goals to work towards and rewards your progress. Go to <https://www.nhs.uk/better-health/get-active/> to download the app



A GP Surgery involves much more work than most may be aware of.

Our team of clinical and admin staff carry out many hours of work to keep the surgery running and to see to the patient's medical needs.

Here is a little overview of 4 weeks in the life of Chelston Hall, just a selection of some of the work done for our patients.



318 people did not attend their appointment. This resulted in a loss of **106 clinical hours**. If you are unable to attend an appointment please call the appointments line & press 0 to cancel, enabling us to offer the time to other patients.

TRAVEL VACCINES

Get yourself holiday ready! Our Nurses can provide comprehensive travel health advice and arrange for appropriate immunisations.

Step 1 - Complete a travel assessment form (one for each family member traveling). You can get these at reception or via our website: www.chelstonhall.co.uk

Step 2 - Submit via the website or bring the form into the surgery.

Step 3 - Sit back and relax!. Our nurse will contact you to arrange any vaccinations needed.

Keep in mind that travel vaccines should be administered **at least 6-8 weeks** before departure if possible. Vaccines need time to take effect and some may require a course over several weeks.





Helen Kelly



Joey Damiral

Torbay Communities - Community Building in our Neighbourhoods

As Community Builders, we are here to connect you with people, activities and events in your neighbourhood - there is plenty going on!

Below is just a taster – **contact your Community Builder to find out more. For those of you online, you may want to look at <https://devonconnect.org/torbay> You can find out what's on in your community, access volunteer opportunities and exchange skills in the timebank.**

Chelston, Cockington, Livermead

NEW – Walk, Talk & Explore Cockington with Chelston.

Every Friday 10am – 12noon, come out for some exercise and connect with local people. We'll share stories

Is CREATIVE WRITING your thing?

Head to the Sea Change Studio 10 Cockington Court on Friday's 2.00 – 4.00pm. Get together with like-minded people and bring your own material along – poetry, song writing, memoirs, novels, short stories, scripts, articles – all mediums and abilities welcome.

It's a pirate themed year at Cockington Court this year, and the Sculpture Trail will be starting in the summer

Willows, Barton, Watcombe

Residents of the Willows, Barton, Watcombe & Hele – would you like to shape a local history project or event for the area? Do you have stories to tell, memories to share? Information on our interesting places, businesses, buildings and road names? Photos of the area in times past?

Join us at the Acorn Centre, Lummaton Cross on Wednesday 19 June 1.30 – 3.00pm. Bring along your ideas for what an exciting event could look like.

On Saturday 15 June, 1 – 4pm, the Acorn Centre are hosting a great event where you can find out all about the Centre, activities and groups available for you to join and support. Use the café, take a look at the garden, crafting for kids – come along and have some fun.

Please note that all children must be accompanied and supervised by a responsible adult. As part of this event, there will be a fabulous Big Exchange – so please come with any items you no longer want (no furniture or electrical goods, sorry); and take away anything that catches your eye! No money changes hands – community recycling at its best

If you want to find out more about events, have a good idea, an ambition or skills to share for the benefit of the area, then please get in touch.

If you are online, stay updated by looking at Joey's Facebook page (Joey Damiral Community Builder for Chelston, Livermead & Cockington).

joeydamiral@torbaycdt.org.uk

07754 609494



NHS
Torbay and South Devon
NHS Foundation Trust

Do you support someone who can't manage without you?





You might be an unpaid Carer

If you support a family member or friend with health or care needs, then there is support for you, including:

- A back-up plan;
- Practical advice / help with caring;
- Free parking at local hospitals (conditions apply);
- A Carers Health and Wellbeing Check;
- Finance and Benefits advice;
- A break from caring / time to yourself;
- Emotional Support;
- Courses to help with your caring role;
- Discounts in local shops.



To find out more about our services:

-  Call Signposts for Carers on (01803) 666620
-  Email signposts@nhs.net
-  Meet a Carer Support Worker in your Doctor's Practice
-  Visit our website: www.tsdft.uk/carers



Working with you, for you

(01803) 666620



Chelston Hall Surgery Staff

Partners

Dr Helen Paley

MB, BS, MRCP, DRCOG

Dr Louise Solari

MB, BS, MRCP

Dr Stefano Cannizzaro

MB, ChB, DCH, MRCP

Dr Philipp Buschtoens

State Med Exam, MRCP, DRCOG, DFFP

Dr Susie Patch

MBBS, MA (Cantab), MRCP, MRCP
Reg London 1995

Dr Shinoy Kurup

MUDr (HONS), MRCP (UK), MRCP
(UK), MRCEM (UK), PG Cert in Health
Service Improvement

Practice Management

Holly Ricketts

Practice Manager

Faye Joint

Operations Manager

Marianne Simpson

Finance Officer

Salaried GPs

Dr Ruth Darlow

BSc, Hons, MBBCh, MRCP

Dr Ruth Shoare

BSc, Hons, MBBCh, MRCP

Dr Zoe Koloh

MBBS, BSc, MRCP

Dr Htut Wai

BSc, Hons, MBBCh, MRCP

Dr Dinique John

MBBS, MRCP

Advanced Nurse Practitioners

Belinda Brint

Jeffrey Lockett

We have a team of Advanced Nurse Practitioners supporting our GPs. They can assist with most medical conditions and can prescribe just as a GP would.

Paramedic

John Palmer

Ryan Bishop

Our Paramedic works with the Surgery and will often carry out home visits on behalf of the GPs.

Physician Associate

Edward Appleby

A Physician Associate is a new healthcare professional who, while not a doctor, works with the same attitudes, skills and knowledge to deliver holistic care and treatment within the general medical team under defined levels of supervision. Our Physician Associate can see patients presenting with acute/same-day problems, as well as offering rebooked appointments. He is able to triage patients, develop management plans, carry out telephone consultations, make referrals, and review and act on laboratory results.

Nurses

Tina Shilston - Team Leader

Carole Stead

Clair Morgan

Nurse Roxy

Sarah Woodward

Christina Allen

Michelle Gove

Our Practice Nurses are all trained and experienced members of the team who work on the practice premises during surgery hours offering general help, assessment, advice, and nursing care. In addition they run specialised clinics including anticoagulation, asthma, diabetes, blood pressure, immunisations for babies and adults, wound care management and weight control.

Chelston Hall Surgery Staff

Health Care Assistants

Julie Docherty

Aimee Carkeek

Debbie Tucker

Health Care Assistants play an important role in general practice. They provide valuable assistance to GPs and Practice Nurses. HCAs carry out many procedures including ECGs, wound care management, administering injections (including flu and pneumonia vaccinations and B12 injections). They also carry out annual health checks and blood pressure monitoring.

Phlebotomists

Denise Chapman

Louise Lenton

We have Phlebotomists who collect blood samples from patients to help diagnose illness and to monitor ongoing conditions.

Clinical Pharmacist

Our Clinical Pharmacists are here to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing help to manage long-term conditions, advising those taking multiple medicines and delivering clinical advice about treatments. Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps GPs to manage the demands on their time. They are supported by our Pharmacy Technicians.

Medicine Management Team

Our Medicine Management Team handle all of your prescription queries and requests. They can be contacted on the prescription line by dialling 01803 605117 and choosing option 2 on the menu. This line is open from 10am to 12pm. You can also email them directly at prescriptions.chelston@nhs.net

Health Navigators

The Health Navigators answer the telephone and deal with a range of enquiries. Kim is the team leader and is supported by the rest of our reception team. Health Navigators are trained to ask you clinical questions in order to navigate you to the appropriate service/clinician. They have been asked to do so by the GPs, so please help them to help you.

Administration Teams

We have a team of secretaries and administrators who are responsible for a wide variety of tasks. This includes dealing with requests for medical reports, referrals, clinical letters, communications, emails, and our general enquiry line. You can speak to a member of this team via our general enquiries line, by calling 01803 605117 then choosing options 3 then 2 on the menu. The general enquiry line is open from 9am to 12 noon and 2pm to 5pm.

Carer Support Worker

The role of the Carer Support Worker is primarily to listen; sometimes just having the chance to talk to someone can make a huge difference. They can refer you to Social Care for help, they can assist with benefits advice and put you in touch with the carers groups and support.

Our Carer Support Workers do home visits and see people at the surgery. Carer Support Worker, Romina Martinez is based at Chelston Hall Surgery on Tuesday, Wednesday and Thursday. She can be contacted by calling 07785 515979, calling the surgery on 01803 605117 via the appointment line or emailing her on romina.martinez@nhs.net. If you call when Romina is not available, surgery staff will take your details and she will call you back.

Wellbeing Team

The Wellbeing Team for the Torquay primary care network consists of social prescribers, health and wellbeing coaches and an occupational therapist. The service supports people to feel empowered in their own mental and physical wellbeing journey and our dedicated triage coordinator will ensure you are matched to the most appropriate team member where support is based on what matters to you. We are here to give you a platform for positive change, we actively listen to you and if you are ready help we can guide and support you to making small steps. For more information about what the team do and how they can you, go to: www.chelstonhall.co.uk/wellbeing-team