



CHELSTON HALL HERALD

Christmas Edition

Enhanced Access Service

We now offer additional evening appointments for our patients. These are different to the appointments some surgeries in the South Devon and Torbay ICB area currently offer in the evenings. This is a requirement (known as Enhanced Access) where practices ensure that across the week (Monday-Thursday) a practice in their area is open from 6pm-8pm. To access these appointments please continue to contact your registered practice.

For more information visit: [Torbay and South Devon Enhanced Access](#)

Weekend Enhanced Access Service

We will also be offering weekend appointments situated in a central hub location. The hub location for our patients is Pembroke House Surgery, Paignton, TQ3 2EZ. Pembroke House Surgery has been selected as the "weekend hub" as it is considered the most suitably based surgery geographically to serve 290,000 patients in the South Devon and Torbay area.

The appointments offered are pre-booked appointments made by contacting your local surgery. Patients will be able to be seen by a healthcare professional during these extended hours; we will be offering appointments with a GP, Practice Nurse and Health Care Assistant.

This service is very different to the current out of hours service where patients contact 111 in an urgent/acute situation that cannot wait until their practice is open again on the Monday. For any acute illness please still continue to contact 111. This new service is just for pre-booked routine care and is not for acute/urgent/walk in situations.

Please note that as this contract is being delivered at scale across the locality, you will not necessarily be seen by a Clinician known to you from your practice.

Please see our timetable below for the dates and times of our new service.

Pembroke House Surgery, 266 Torquay Road, Paignton, TQ3 2EZ

- Fridays - 6.00pm—8.00pm
- Saturdays - 8.00am—6.00pm
- Sundays - 8.00am—2.00pm

There are Saturday morning clinics run out of Torquay surgeries. To find out where and when the next Torquay Saturday morning clinic is being held please contact reception.



Christmas Opening Hours

Christmas Day

Wednesday
25th December 2024

Closed

Boxing Day

Thursday
26th December 2024

Closed

New Years Day

Wednesday
1st January 2024

Closed

**Wishing all of our patients
a Merry Christmas
& a Happy New Year**



**We're here for
you evenings
and weekends**

NHS



To book appointments
at these times, contact us.

Your
health
matters
**Help us
help you**



Chelston Hall Telephone System



To call the surgery please dial (01803) 605117 followed by:

Option 1

APPOINTMENTS LINE

Our appointments line is open
8.30am - 6.00pm
Monday to Friday

Alternatively you can complete a
patient triage request via our
website

8.30am – 5.30pm
www.chelstonhall.co.uk

to consult with your GP online

Option 2

PRESCRIPTIONS LINE

Our prescriptions line is open
10.00am - 12.00pm
Monday to Friday

Alternatively you can order your
medication by patient triage admin
query via our website or email your
prescription request to
prescriptions.chelston@nhs.net

Option 3

GENERAL ENQUIRIES LINE

Our general enquiries line is open
9.00am - 11.00am

&

2.00pm - 4.00pm
Monday to Friday

Contact us for help with medical
reports, referrals, clinical letters,
or for any other general enquiries

NEW YEAR, NEW YOU?



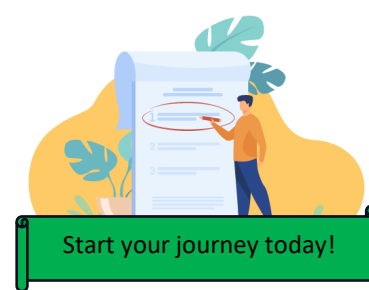
Your Health Torbay is your go-to service for managing weight, quitting smoking, and improving overall health! We are thrilled to offer our services to those who live or work in Torbay.

At Your Health Torbay, we understand that achieving your health goals can be challenging. That's why we offer a range of tailored services to help you on your journey to a healthier lifestyle.

So, whether you're looking to lose weight, quit smoking, or simply improve your overall health, we've got you covered.

Our team of experienced health professionals are dedicated to helping you achieve your goals in a supportive and non-judgmental environment.

We believe that everyone deserves to feel their best, and we're here to help you get there.



Visit <https://yourhealthtorbay.co.uk/> or call **01803 422 422**

Patient Participation Group

Chelston Hall Surgery has an active Patient Participation Group which regularly meets face to face every 3 months.

It has been great this year to see our group grow in size and continue to offer opinions in a constructive manner. Ideas are regularly put forward on behalf of our patients and we continue to work to build a sense of community. The group work hard to improve provision of health care, improve communication between the surgery, patients and the wider community about matters concerning the surgery and health in general. The group is very keen to support the communities of Chelston and Barton and our meetings are always attended by the local community builder.

The group have come up with some great ideas this year. One example suggested by the group was that patients would benefit from NHS app sessions. This month the surgery ran two NHS app drop-in sessions one at Chelston Surgery and one at Barton Surgery. These sessions were a great success, and we had over 120 patients attend for NHS app support. Following on from this success our IT lead is looking to continue running a booked monthly support session in the new year.

Another suggestion from the group was to actively promote how easy it is to let the surgery know when as a patient you cannot attend the booked appointment. This was after they found out how many patients do not attend their appointments and not let the surgery know prior to this. The group came up with some great ideas including having this information in the Patient Newsletter and sharing that there is a phone option where you can let the surgery know.

The group regularly share ideas to be added to the patient newsletter. The group has also focused on how the newsletter can be shared with patients who do not have access to view it via the text / internet and regularly distribute copies to the local area. One recent example of an idea from the group to share, was about the Enhanced Access out of hours appointment service.

If you are interested in coming along to our meetings and being part of our Patient Participation Group please register your interest by emailing chelston.hall@nhs.net, letting a member of staff know or clicking the PPG link in our website.

<https://www.chelstonhall.co.uk/PatientParticipationGroupPages/Signup>



JOEY DAMIRAL
COCKINGTON, CHELSTON
& LIVERMEAD (TORQUAY)
COMMUNITY BUILDER



BETH UPHAM
THE WILLOWS (TORQUAY)
COMMUNITY BUILDER

MERRY CHRISTMAS

Your Community Builders Joey and Beth would like to wish you all a very Merry Christmas and a Happy New Year.



HISTORY GROUP

The history group at Barton meets at 1:30pm on the third Wednesday of every month. For more details contact Theo.
theotanser@torbaycdt.org.uk

CHRISTMAS AT COCKINGTON

Christmas festivities at Cockington.

On the 8th of December Captain Hook and Mr Smee will be hosting a grotto experience of their very own. With a puppet show and map making also taking place. Meanwhile an artisan Christmas fair will be taking place. The Meatball Shack, The Velvet Buccaneers and performances from Cask will also be on show!

Creations and Chaos: A Cockington Christmas Special is also taking place. Fun themed Lego workshops hosted by notorious villains, including the likes of Maleficent, Ursula the Sea Witch and Hades. A theatrical set-up indeed! Alongside this is a cosplay competition! You can dress up as your favourite Disney Characters (Marvel & Star Wars included). Then take part in photoshoots around the grounds that will form a Christmas Album, available via the Torbay Communities website after the event! Impress the judges on the day with Lego skills or dress up creatively and be in with a chance of winning some super prizes, delivered in time for Christmas! Santa, Deadpool and other special characters will deliver the goods in style!

Bookings required! Find the event on Facebook and follow the link, or use the QR code. Plenty more surprises on the day!



ALSO HAPPENING THIS CHRISTMAS



Fri 29th Nov - 2pm-7:30pm
Indoor Christmas Market
St Matthews Church
Free Entry

Sat 14th Dec - 11am-1pm
Christmas Grotto and Winter Fayre
The Chelston Community Club
The Haywain Pub - FREE

Sun 15th Dec - 1pm-4pm
Christmas Party
The Haywain Pub
£2.50 per child

Sat 14th Dec - 9:30am-11am
Breakfast with Santa
The Drum Inn
£12.95 per child

16th November-8th December
14th December- 24th December
Alice in Wonderland Grotto
Fleet Walk
Rotary Club of Torbay Sunrise
From £11.55 - Ticketed Event

Mon 2nd Dec - From 4pm
Christmas tree Light Switch On
The Drum Inn
Music, Childrens Craft, Scout
Gabriel Beavers and Cubs

29th November- 23rd December
Visit Santa by the Sea: Rowcroft
Pier Point
£16 per child

Bay of Lights Harbor Side Stage and illumination trail
Live Music from 6pm
Various dates and Artists
Lights switch on 29th November 6pm

29th November- 22nd December
Torre Abbey Christmas Market

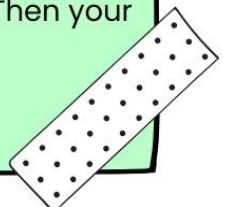


CONTACT US

This is just a taster of the events that are happening near you over Christmas. If you want to know more, to find out about non Christmas events and groups, if you want support to attend, have an idea you would like to share, or just need someone to talk you. Then your community builders can be contacted here.

joeydamiral@torbaycdt.org.uk - 07754 609494

bethupham@torbaycdt.org.uk - 07548 704876



Chelston Hall Surgery Staff

Partners

Dr Helen Paley

MB, BS, MRCGP, DRCOG

Dr Louise Solari

MB, BS, MRCGP

Dr Stefano Cannizzaro

MB, ChB, DCH, MRCGP

Dr Philipp Buschtoens

State Med Exam, MRCP, DRCOG, DFFP

Dr Susie Patch

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

Dr Shinoy Kurup

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

Salaried GPs

Dr Ruth Darlow

BSc, Hons, MBBCh, MRCGP

Dr Ruth Shoare

BSc, Hons, MBBCh, MRCGP

Dr Zoe Koloh

MBBS, BSc MRCGP

Dr Htut Wai

MBBS, MRCGP

Dr Dinique John

MBBS, MRCGP

GP Registrars

Dr Benjamin Currie

MBChB BMedSci (Hons)

Dr Ndubisi Obasi

MBBS Benin

Practice Management

Holly Ricketts

Practice Manager

Faye Joint

Operations Manager

Alison Driscoll

Finance Officer

Nurse Practitioners

Belinda Brint

Jeffrey Lockett

We have a team of 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 Paramedics work 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

Sarah Woodward

Christina Allen

Roxanne Kennedy

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

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

Samantha Bowers

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 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 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. The general enquiry line is open from 9am to 11am and 2pm to 4pm.

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 we can guide and support you to making small steps. For more information about what the team do and how they can help you, go to: www.chelstonhall.co.uk/wellbeing-team