

SUPPORT GROUP IS A REAL ASSET

★ VOLUNTEERS GO THE EXTRA MILE TO HELP - PAGE 2



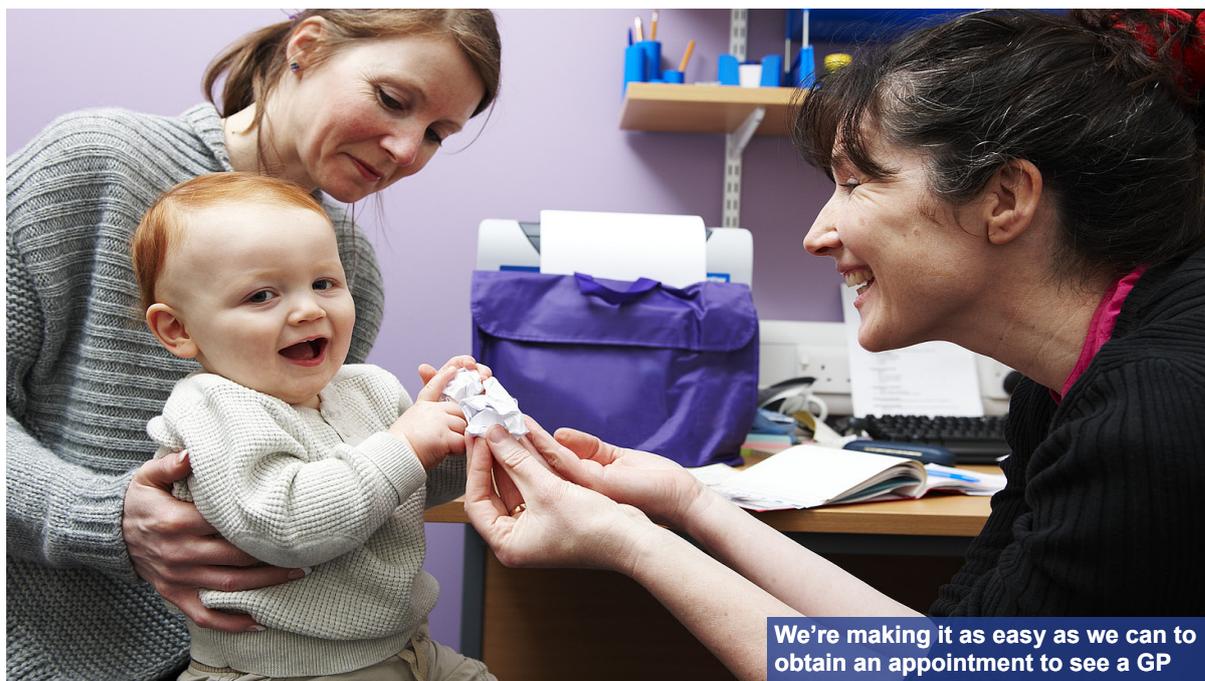
JANE SAYS GOODBYE

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Brunelbriefing

Issue No.1
January 2013



We're making it as easy as we can to obtain an appointment to see a GP

Here's to a happy and healthy 2013

WE hope everyone had an enjoyable Christmas break and would like to take this opportunity to wish you all the best for 2013.

We must also say a big thank you to all our patients for the cards and presents that you so generously gave to the staff and doctors.

A new year is a great time to make a fresh start so if, for instance, you made a resolution to stop smoking then come in and see our nursing team, who are trained to find the best programme for you.

Looking forward, one of the commonest problems that we hear about is the difficulty people have in making appointments to see the GPs.

It is very hard to get the balance between acute problems, that need

to be sorted out as soon as possible, and less urgent appointments. At the same time, we also try to accommodate workers, carers, patients with transportation difficulties, patients who work away from Torquay and students and, as you might imagine, it is very difficult to devise a system that suits everybody.

However, in an effort to do so, we have early morning surgeries, which can be booked in advance, starting at 7:30am. We also encourage patients to sign in for our 'Waiting Room' service where they can request repeat prescriptions and make appointments up to two weeks in advance, on the internet.

Over the Christmas period we tried a system where the doctors routinely spoke to the patient before they

were given an appointment. This meant that simple problems could be sorted out over the phone, thereby freeing up appointments for people who needed face-to-face time with a doctor.

Needless to say, we would appreciate any thoughts – good or bad – you might have about this initiative. The best way to communicate with us is through our email address, brunel.torquay@nhs.net, marking your correspondence for the attention of Dr Haugh.

Although we have only one telephone number [01803 312233], we have eight lines working off it between 8:30am and 9:30am when we do our utmost to answer the phones as fast as we can and deal with everyone in a speedy and efficient way.

Facelift is put on hold

OUR surgery at Shipway has been expanded and now boasts several new rooms, all with easy access for our patients including the disabled.

We had been hoping to spend some money decorating both the exterior and interior of our surgery at St Marychurch. Indeed, this had been a priority for this year but unfortunately



we discovered that the chimneys required immediate and urgent repair.

Work has now commenced but the redecoration has been delayed. We can only apologise that our patients and staff at St Marychurch are having to use a building which is in need of a major facelift!

Register for our surgery

WE welcome new patients who live within our practice area.

All newly registered patients will be asked to complete a health questionnaire and are offered a consultation with the doctor.

Medical treatment is available from the date of registration. Please contact reception on 01803 312233 should you require further information.

News in brief

Let us know your opinion

WE would love to know what we can do to improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual patient representation group with members undertaking occasional email surveys on topics from opening times to the quality of care received and are looking for volunteers from as broad a cross-section of the community as possible, eg young people, workers, retirees, people with long-term conditions and people from non-British ethnic groups.

If you would like to get involved then please complete the form which is available via our website or, alternatively, contact a surgery.

Try out our health pods

HEALTH pods are now available at all of our practice sites – and, better still, you don't even have to have an appointment booked to take advantage of this service!

Just call in today and ask one of our friendly receptionists for a token and their help on how to use the machine if you need it. The health pods will provide you with details of your height, weight, blood pressure, pulse and a small smoking questionnaire all on two handy print outs.

You are more than welcome to keep one of the print-outs for yourself – all we ask is that you hand one print-out to our receptionist with your name written on it so that we can update your medical records.

Support such a huge help

Brunel Patient Support Group assists patients in getting to appointments, as well as with shopping and befriending visits.

It also raises funds to provide things to make life easier for patients and staff. In the last 12 months, it has bought electronic couches for Babbacombe and St Marychurch surgeries and it is currently fundraising for the new stair lift at St Marychurch.

For more info on how to get involved or to use the service please contact co-ordinator Julie Gibbes.

Dr Richard Veale

I was born and schooled in Torbay, before going to London to complete my primary medical degree, as well as a BSc in neuroscience, at Imperial College.

I then completed surgical training at Torbay and Exeter hospitals, developing a special interest in orthopaedics, before switching to general practice in 2008.

I did my GP training based in Torbay Hospital and Devon Square Surgery in



Newton Abbot, and have a diploma in dermatology.

Outside of medicine, I participate in various sports, and am currently playing for Torbay Hockey Club and competing in triathlons, most recently Ironman Wales in 2012. I also play tennis and football regularly.

Dr Lisa Perschky

I qualified from Cardiff Medical School in 2003 after which I worked in a number of different specialities before completing my General Practice training in Exeter in 2012.

My husband is a GP in Exeter and I have two young children, aged two and four, who like to keep me busy! We are a well travelled family having lived in Australia, Singapore, Thailand, and Malaysia.

Outside of medicine, I enjoy all things



related to travelling and learning about new cultures – and new foods! In the future, we hope to spend a few years working in Perth, Australia.

However, right now I am enjoying my work with the dynamic Brunel team and all that Devon has to offer.

A changing of the guard for surgery



THERE are going to be lots of changes in personnel at Brunel over the coming months.

Our long-serving health care assistant Jane Jones, *left*, Babbacombe prescription supremo Nikki Futrell, *below*, and Dr Gavin Fothergill, *right*, have all decided that now is a good time to retire.

It goes without saying, we wish them well for the future and thank them for their hard work and loyalty to the practice over many years.

At the same time, we would like to take this opportunity to welcome Dr Richard Veale who has just joined us as a GP partner.

Richard had already been working with us as a locum for several months and we were so impressed that we asked him to stay with us permanently. We were delighted when he agreed to do so and

wish him all the very best for his time at Brunel.

We would also like to welcome Dr Lisa Perschky, who has been helping out Dr Haugh since the beginning of the year.

The government's recent healthcare reforms mean that GPs will enjoy far greater responsibility for allocating resources in the NHS locally and this has seen Dr Haugh elected to

represent the interests of all the Torquay practices in the new system.

He has also been asked to work on the introduction of the much-vaunted new NHS 111 initiative, which will take the place of NHS Direct from the end of June 2013.

Dr Haugh is going to be very busy with these projects but will continue working at Brunel on Thursdays and Fridays with Dr Perschky covering for him on the other days.

● NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

