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Ashburton Surgery Newsletter

Dr Steph Dyer is sadly leaving Ashburton Surgery

It is with sadness that I am announcing that I shall be leaving Ashburton Surgery at the end of September, after a short spell of ill-health from which I am now almost fully recovered.

I would like to thank you for the messages, flowers and cards I have received during my recent spell of ill health and have been touched by your thoughtfulness and kind words.

I can honestly say that it has been an absolute pleasure to work with you, to do my part in helping to keep our community well.

I have enjoyed the very real challenges of general practice, where sometimes modern medicine can make a real positive difference but where, of course, it is not always possible to make people better. In these circumstances I have also always tried to be kind, understanding, and to help people and their families cope with illness or when difficult times have come along.

Throughout my 19 years at Ashburton surgery, I have invariably been treated with the utmost kindness and respect by you and your families and I have continued to be fascinated and amazed by the resilience of the local community. It has been a pleasure to witness how you can rally in a crisis and over the longer term to watch and take pleasure in seeing personalities and families I have come to know well, reinvent themselves and thrive.

I have learned an immense amount from you and also enjoyed teaching the skills of patient centred general practice to numerous medical students; many of whom are now established GPs or Consultants!

Thank you also for treating our reception and nursing staff with respect and politeness. I have been very appreciative of their hard work over the years in what is a very difficult job.

I am now moving on to continue general practice elsewhere. I hope also to continue to use my experience as a GP to contribute to shaping and planning our future NHS services in Devon.

I am sorry that I will not be able to return to the practice before I leave. Good luck, look after yourselves and I wish you all the very best.

Steph Dyer

This edition ...

- > A sad farewell to Dr Dyer;
- > Flu Clinic;
- > New Telephone System;
- > Evening and weekend appointments;
- > Staff update.



Staff at the Surgery feel extremely sad to hear about Steph's departure but would like to wish Steph all the best in her future endeavours. It's been a pleasure working with Steph and she will be missed by all at the Surgery.

On-line Services

SystemOnline allows patients to book appointments, request repeat prescriptions, or send messages to the practice. This system is available all day every day.

Patients are encouraged to register and use this system. To register, please send us an email including your name, address and date of birth.

Flu Clinic

Ashburton Surgery

Saturday, 21st September

For over 65's ONLY.

From 8.30 am onwards.

Appointments can be booked online
or by calling the Surgery from
Tuesday, 27th August.

Additional information and updates
on other flu clinics will follow.

Information can also be found on:

ashburtonsurgery.co.uk and
www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine.

New Telephone System

The new telephone system has successfully been installed and is already making a positive impact to the way calls are managed whilst improving the service provided to our patients.

eConsult

Need general advice (advice about general symptoms) or advice about a specific condition? Need administrative help (request sick notes and GP letters)? Instead of making an appointment or calling the practice, you can use our 'eConsult' service instead. We have received positive feedback about the service from patients who have used eConsult since it was launched last year.

Try it for yourself by visiting the Surgery website and clicking 'consult online'. You will receive a response no later than the end of the next working day.

Staff Update

A warm welcome to our two new registrars, Dr Ben Morris and Dr John Hudson. They will be training with us over the coming months.

With the sad departures of both Dr Cartmell and Dr Dyer, there will be further staff updates which we will inform you of in due course.

Weekend and Evening appointments

GP and Nurse appointments continue to be available during the evenings and weekends, as follows:

Mondays: Leatside Surgery, Totnes. **Tuesdays (alternate):** Ashburton Surgery & Chillington Surgery, Kingsbridge. **Wednesdays (alternate):** Buckfastleigh Medical Practice & Catherine House Surgery, Totnes. **Thursdays:** Dartmouth Medical Practice, Dartmouth. **Fridays and Weekends:** Cricketfield Surgery, Newton Abbot.

Weekdays: 6.00 pm—8.00 pm;
Saturdays: 8.00 am—6.00 pm;
Sundays: 8.00 am—2.00 pm.

Additionally, we also have appointments available during our late night surgeries on alternate Wednesday and Thursday nights.

Please note that this is not a Walk-In service; appointments need to be booked in advance by calling Ashburton Surgery Reception on 01364 652731.

These appointments are for routine matters rather than urgent matters.

Patients will be seen by a healthcare professional, not necessarily from the hub or their own GP as the appointments will be managed by the collaboration of GPs in the South Devon and Torbay area.

Patients will be asked for consent to share their detailed GP record with the clinician providing the care.