

# IMPROVED ACCESS NEWSLETTER



Northern Primary  
Care Collaborative

November Edition



This newsletter is for circulation to all practices across North Devon. The newsletter will be issued monthly and will provide practices with updates on improved access services.

Improved access services went live across North Devon on **1st October 2018**. We are delighted to report that feedback from the practices who are offering Improved Access, with practices quoting, "our patients really appreciate being able to access appointments early morning, evenings and at weekends." Dr Tim Chesworth from Brannams Medical Practice says, "It's really enjoyable to be able to see my patients in a 15-minute slot, especially with no telephone interruptions."



## Phlebotomy and specimen collections

We would like to remind practices that arrangements are in place to collect specimens from your surgery on Saturdays at 1130am. Please use centrifuges for Sunday services and specimens can be collected on Monday as per usual courier.



## Planning for January-June

We are starting to look at the rota for next year as we would like to have clinics set up and available for booking at least 6 weeks in advance. I will be circulating a rota asking practices to let me know when they are able to run clinics.



## Community Pharmacy

Pre-bookable appointments are available for all patients across North Devon at the Pharmacy. These appointments can be access by telephoning the pharmacies directly to book an appointment. Barnstaple Tesco's 0117 2918822 and Lloyds Pharmacy Sainsbury's on 01272 371844. People with the following ailments and conditions can contact the pharmacies to book a consultation with the pharmacist.

- ✓ Headache
- ✓ Mouth Ulcers
- ✓ Nasal Congestion
- ✓ Shoulder Pain
- ✓ Skin infections (mild)
- ✓ Sore Throat
- ✓ Vaginal Discharge
- ✓ Vomiting
- ✓ Wrist, Hand or Pain
- ✓ Urinary tract infection (women 16-64 years)
- ✓ Acne
- ✓ Athlete's Foot
- ✓ Back Pain
- ✓ Constipation
- ✓ Colds & Cough
- ✓ Diarrhoea
- ✓ Ear Ache
- ✓ Red (infected) Eye
- ✓ Fever
- ✓ Headache

### DIARY DATES

IA Implementation group, Tuesday 18th December,  
2:30-4:40pm, Bideford Health Centre

(we are delighted to welcome Matt Wills to the meeting, representing non-IA providing Practices)



For all queries regarding improved  
access please contact:

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