

# Church View Surgery Newsletter



Winter 2025



## Welcome to the first edition of the Church View Surgery Newsletter!

We're excited to begin sharing a quarterly update with our patients - bringing you surgery news, useful information, and top health tips to help you stay well throughout the year.

Firstly, we'd like to say a huge thank you to all our patients for your patience and understanding during the recent changes in our appointment system. We know that changes like this can be challenging, but we're pleased to share that the system is now running smoothly and working well for both our patients and staff.

We regularly make changes to our service to ensure we're continually improving and providing the best care possible and access for our patients.

We hope you enjoy the first edition, and we look forward to keeping you up to date with everything happening here at Church View Surgery.

### Winter Wellness: Top Tips

- **Keep Warm** - Try to heat your home to at least 18C, especially in rooms where you spend most of your time.
- **Get Vaccinated** - Make sure you're up to date with your flu and COVID-19 vaccinations if eligible. These vaccines help reduce the risk of serious illness during winter.
- **Stay Active** - Gentle exercise, even indoors, helps boost your circulation and mood. A short walk each day can make a big difference to both your physical and mental health.
- **Look After Your Mental Health** - The shorter days can affect your mood - try to get outside during daylight hours.
- **Be Prepared** - Keep your medicine cabinet stocked with basics like pain relief and cold remedies.
- **Rest and Recharge** - Aim for 7-8 hours of sleep a night.

### In this newsletter you can expect:

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Winter wellness  
top tips

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Men's Health -  
Movember

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NHS App

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Social Prescriber

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Meet the Team

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Services

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**MOVEMBER**

## Men's Health - Movember

Five things men should know and do when it comes to their health:

1. **Spend time with people who make you feel good.** Stay connected.
2. **Talk, more.** You don't need to be an expert and you don't have to be the sole solution, but being there for someone, listening and giving your time can be life-saving.
3. **Know the numbers.** You may be offered a PSA test if you have symptoms that could indicate prostate cancer, such as lower urinary tract symptoms, unexplained blood in your urine, or blood in your semen.
4. **Know thy nuts. Simple.** Get to know what's normal for your testicles.
5. **Move, more.** Add more activity to your day. Do more of what makes you feel good.



## NHS APP

Do more with the NHS App!

- Order repeat prescriptions and nominate a pharmacy to collect from.
- View parts of your GP health record - such as medicines, allergies, vaccines, test results and letters.
- Use NHS 111 online for advice or to check symptoms.

How to get started:

1. Download the App - Search 'NHS App' in the Apple App Store or Google play store.
2. Register & Verify your identity. - Follow the in-app steps using your NHS number, photo ID, or passport.
3. Explore Key Features.
4. Stay Connected & In Control.

Tip: Ask our reception team if you need help registering.



### Meet Donna - Our Social Prescriber

At Church View Surgery, our Social Prescriber, Donna, is here to help. Donna offers friendly, practical support to improve your overall wellbeing - focusing on what matters to you. She can help with things like:

- Loneliness or isolation - linking you to local community groups or activities.
- Practical issues - advice on housing, finances, or employment support.
- Healthy Lifestyle - connecting you with exercise classes, stop smoking support or nutrition advice.
- Caring responsibilities - finding local help for carers or those you look after.

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## Meet the Team



Taylor

Meet Taylor - Our Practice Apprentice!

Taylor has settled in brilliantly and is already shining with his exceptional IT skills. If you ever have any issues or questions about the NHS App or Anima, Taylor will be your go-to person for support and guidance.

We're so pleased to have him as part of the team.



Dr Amanda Kemp

Congratulations to Dr Kemp! We're delighted to share that Dr Kemp is currently on maternity leave after welcoming a beautiful baby girl.

Everyone at Church View Surgery would like to send Amanda our warmest congratulations and best wishes as she enjoys time with her new arrival.



Lead Nurse Sarah

Congratulations to Sarah, who has recently been appointed as our Lead Nurse here at Church View Surgery. Sarah is a dedicated member of our team with a lovely, caring nature and a real passion for patient care. We're delighted to see her step into this well-deserved role and know she'll continue to make a positive difference to the practice.

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## Services



Roly,  
Dartmoor Building Urgent Treatment Centre



Natalie, Adria and ED  
Dartmoor Building Urgent Treatment Centre

### UTC Dartmoor

We need to keep our Emergency Department at Derriford Hospital for those patients with life and limb-threatening emergencies so they can be seen quickly and safely. If you have a minor injury or illness, you should attend one of our Urgent Treatment Centres or Minor Injury Units.

The new Dartmoor UTC, in the Derriford Hospital site, opposite the multi-storey car park, Costa and Boots pharmacy, is open 8am to 8pm every day.

If you have a minor injury or illness and attend our Emergency Department, you will be redirected to our on-site Urgent Treatment Centre in the Dartmoor Building. If you arrive before 8am or after 8pm, when the UTC is closed, you will be assessed and discharged to return to an Urgent Treatment Centre or Minor Injury Unit the following day.

Please use our UTCs for:

- Limb fractures - Minor illnesses - Sprains and strains - Minor Head injuries - Minor scalds and burns - Bites and stings - Foreign body in eyes - Infected wounds - Cuts

# We're working on your feedback!

## Latest update

### You Said:

“I can't view the document you sent me as I don't have a Word account”

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“I couldn't have my flu vaccine because I wasn't coded as immunosuppressed.”

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“Your car park isn't accessible enough.”

### We Did:

All documents are now sent as a PDF so are visible for all.

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We now add hospital prescribed drugs to patient records to reflect suitable coding.

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We are looking into making our car park more accessible and possibly updating the access ramp.

## The Friends and Family Test

Put us to the test and tell us what is working and what we can improve.

