

Patient Newsletter

CHILLINGTON
HEALTH CENTRE

◆
June 2026



CHILLINGTON Health Centre

Welcome to our Patient Newsletter

Welcome to the latest edition of our patient newsletter. Each issue is aimed at keeping you informed about the latest updates, services, and the dedicated team at Chillington Health Centre.

As we move into the summer months, we are pleased to share another update from the practice, including news from our team, community services, health awareness campaigns and some important reminders about the services available to our patients.

Over the past few months we have continued to look for ways to improve access to healthcare for our community, including expanding our prescription collection service in Slapton and introducing a new sample pot collection point at Slapton Village Shop.

As always, we are grateful for the support, patience and kindness shown to our team. General practice remains incredibly busy, but our staff continue to work hard to provide safe, high-quality care for all our patients.

We hope you enjoy reading this edition and find the information helpful.

*Chillington HC
team x*

In this newsletter you can expect:

Welcome

Team Updates

Our PPG

SCOF

Dispensary,
Menopause
Project, Carers,
Slapton Village
shop and more!



Team Updates

Our team continues to work incredibly hard to support the needs of our growing patient population.

We have seen a few changes within our team recently:

Goodbyes

In April, we said goodbye to Nicola, and in May, Di also left the practice. Many patients will have known Nicola from her GP Assistant role in the Nursing Team and Di from her role on Reception. We would like to thank both Nicola and Di for their hard work, dedication and contribution to the practice over the years. We wish them both every happiness and success for the future.

Looking ahead

We hope to welcome Elizabeth to the Dispensary team in July, subject to the completion of the usual recruitment checks.

As always, we would like to thank all of our staff for their continued dedication and professionalism, and our patients for the kindness and understanding they show our team every day.



Reception Recruitment

We are currently recruiting for an additional Receptionist to strengthen our team and continue providing the highest possible standard of service to our patients. Interviews are taking place this month and we look forward to welcoming a new colleague soon.

Our Patient Participation Group (PPG)



Goodbye to Andie Day

Andie will be stepping down from the committee after serving as Chair for the past two years. She has greatly valued working alongside fellow committee members and championing the work of the PPG. She will now be focusing on her palliative care and cancer work in Dartmouth, where she is beginning a Macmillan-funded project. Andie is hopeful that the outcomes of this work will be shared more widely across the healthcare network in the future.

Melanoma and Skin Cancer Awareness

- ☀️ 1 in 5 people will be diagnosed with skin cancer.
- 🛡️ Protect your skin daily — use sunscreen, cover up, and avoid peak sun.
- 🔍 Check your skin monthly for new or changing moles, marks, or patches.
- 🕒 Early detection saves lives — seek advice if something doesn't look right.
- 🌐 For further guidance:

[Skin - The Karen Clifford Melanoma & Skin Cancer Charity](#)



Bowel Cancer Awareness

- 🚨 Spot the Signs: Bleeding, changes in bowel habits, weight loss, tiredness, or tummy pain.
- 📞 Don't Ignore Symptoms: If something feels off, speak to your GP.
- 📦 Do Your NHS Kit: The home screening test can detect cancer early — even before symptoms.
- ⌚ Early Action Saves Lives: Quick checks make a big difference.
- 🌐 For further guidance:

[Bowel Cancer](#) | [Bowel Cancer UK](#)



Our Patient Participation Group (PPG)

Dementia Action Week

Dementia Action Week
18-24 May 2026

Key Messages:

- ❖ Support & treatment are available.
- ❖ See your GP for an early diagnosis.
- ❖ Whilst you have mental capacity, plan your financial affairs.
- ❖ There are preventative strategies - for example lifestyle changes.
- ❖ Make quality of life a priority.



**For support and advice, call the
Dementia Support Line on
0333 150 3456**

Sun Awareness Week

11th – 17th May

The PPG partnered with Stokenham Primary School during Sun Awareness Week, inviting pupils to create their own sun-safety posters. The children produced some fantastic, eye-catching designs, which we were delighted to showcase on the surgery's digital screen to help raise awareness of protecting skin in the sun.



**Stokenham Primary School
Sun Safety!**



The PPG Committee met on 29th April - here is a brief summary of the key points:

- Blood Test Results: Patients reminded that normal results are not routinely communicated; support available for using the NHS App.
- Complaints & Compliments: Mostly minor; practice continues to prioritise safe, timely care.
- Patient Survey: The group is considering whether an additional survey is needed and will explore potential questions.
- Dispensary: New opening hours trial running smoothly; increased promotion of the dispensing machine planned.
- Road Closure: No significant impact on practice operations.
- Practice News: New receptionists appointed; expanded dermatology, minor surgery, gynaecology and dermoscopy services. Website updates planned.

Next Meeting: Tuesday 14 July 2026, 17:30-18:45.

Our Patient Participation Group (PPG)



This Month's Top Wellbeing Tip

Inspired by the RCGP Active Practice Charter awarded to the practice.

- 💪 Move more, sit less — every step counts!
- 🧠 Boost your brain: Regular activity can cut dementia risk by up to 30%.
- ❤️ Protect your heart: It lowers cardiovascular disease by up to 35% and Type 2 diabetes by 40%.
- 😊 Lift your mood: Staying active reduces depression risk by 30%.
- 🦴 Stay strong: It helps prevent hip fractures by 65% and lowers cancer risks too.

☀️ Every bit of movement matters — for body, mind, and community wellbeing!

For more information about the RCGP Active Practice Charter click on the following link [Active Practice Charter](#)

Get Involved

If you are interested in joining our PPG, please email chillingtonhealthcentreppeg@outlook.com or call Kim Greening on 07942 289114

You can follow us on Facebook using the following link
[Chillington Health Centre Patient Participation Group | Facebook](#)

Or use the QR Code below



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Start Circle of Friends (SCOF)

Slapton Prescription Delivery Service Expanded

We are pleased to announce that our weekly prescription collection and delivery service from Slapton Village Shop has now been expanded.

Previously available to a limited number of patients, the service is now open to all patients living in Slapton, Blackawton and Strete who are eligible to use our dispensary.

If you would like to find out more or register for the service, please contact our Dispensary team

SCOF is a volunteer patient transport service available exclusively to patients of Chillington Health Centre.

For over 30 years, this registered charity has supported patients in our rural community who may find it difficult to travel to healthcare appointments.

SCOF volunteers provide transport to:

- Hospital appointments
- GP appointments
- Dentists
- Opticians
- Podiatrists
- Physiotherapy appointments

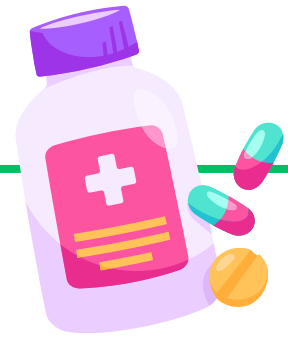
The service is free, although donations are welcomed to help cover running costs. SCOF is always looking for new volunteer drivers, with no regular commitment required.

If you would like to find out more, please contact:

Cheryl Watkins or Nadine Nicolson

 01548 581181

Dispensary



 **COLLECT YOUR PRESCRIPTIONS 24 HOURS A DAY**
Convenient • Secure • Available Whenever You Need It

Did You Know?

Chillington Health Centre was one of the first GP surgeries in the South West to install a 24-hour prescription collection machine, making it easier than ever for patients to collect their medication.

Whether you're at work during the day, have caring responsibilities, or simply prefer the convenience of collecting your prescription outside of opening hours, our machine is available 24 hours a day, 7 days a week.

Collect When It Suits You

No need to rush to the dispensary before it closes.

Collect your medication at a time that works around your schedule – day or night.



Skip the Queue

Your prescription is securely stored and ready to collect in seconds.

Simply enter your unique collection code and retrieve your medication.

★ Leading the Way

We are proud to offer this innovative service to our patients and continue to look for ways to improve access to healthcare in our rural community.

How Does It Work?

-  Order your prescription as normal.
-  Ask for your medication to be placed in the collection machine.
-  Receive a text message when it is ready.
-  Visit the machine at any time and enter your collection code.
-  Collect your medication – it's that simple!

Why Patients Love It

- ✓ Available 24 hours a day
- ✓ No waiting at the dispensary counter
- ✓ Secure and easy to use
- ✓ Ideal for working patients and carers
- ✓ Collect at a time that suits you

Interested?

Speak to a member of our Dispensary team today and we'll be happy to help you get started.

Free Menopause Support Available for Our Patients

We're pleased to be taking part in the NHS-supported Your Menopause Project, helping to make trusted menopause information and support more accessible for our patients.

Menopause can affect everyone differently, and finding reliable information isn't always easy. Through this initiative, our patients can access Your Menopause by Harley Street at Home completely free of charge.

The platform provides:

- ✓ Trusted, evidence-based information from menopause specialists
- ✓ Expert-led videos and educational content
- ✓ Practical self-help tools and lifestyle advice
- ✓ Live sessions and webinars
- ✓ Support to help you better understand and manage your symptoms

The service is entirely optional and registration is managed directly by patients. The practice does not share your personal information with the platform. These points are also highlighted in the patient invitation information provided through the scheme.

We're delighted that 94 of our patients have already registered, helping them access additional support and information during their menopause journey.

If you would like to find out more or register, please use the following link here: <https://www.harleystathome.com/nhs-primary-care-network/chillington-health-centre-patients/>

Did You Know?

Around 75% of women experience symptoms during menopause, and for some these symptoms can have a significant impact on daily life, work, sleep, and wellbeing. Accessing the right information and support can make a real difference. 

New edition
of the free
magazine
out now!



Scan to read
www.devoncarers.org.uk/magazine



Devon Carers

Devon Carers are pleased to announce that their Summer 26 magazine is now available to view online! Click on the link below to read about:

- Carers get creative over local history exhibition
- Carers Week
- Carers stories: Help shape the future of carer services
- Top tips for getting active this summer
- Is your emergency plan up to date?
- Make the most of summer by joining a Peer Support group
- Introducing Bridgit Care
- The latest Carers Skills Workshops and Peer Support groups

Plus so much more!

Click here: <https://devoncarers.org.uk/information-and-advice/magazine/>

Devon Carers

Across Devon, thousands of people are helping to care for someone close to them. This support may include practical help such as shopping, transport, attending appointments, collecting prescriptions, managing medication, preparing meals, or simply being there emotionally.

Many people do not think of themselves as Carers, even when caring responsibilities are a regular part of everyday life. As a result, they may not seek support until they are already under significant pressure.

The 'Spot a Carer' campaign aims to help people recognise when they may be a Carer and encourage them to access help earlier. Support available across Devon includes online tools and guidance through Bridgit, alongside offline support provided through local carers services.

If you are helping to care for someone, or know someone who is, support is available via your local Carers Services:

-  Caring for Carers (Plymouth) - 01752 201890
-  Torbay Carers Service - 01803 666620
-  Devon Carers - 03456 434 435

Or visit Bridgit for online help, wherever you are in Devon: carers.bridgit.care/devon/

Slapton Village Shop - Sample Pot Collection

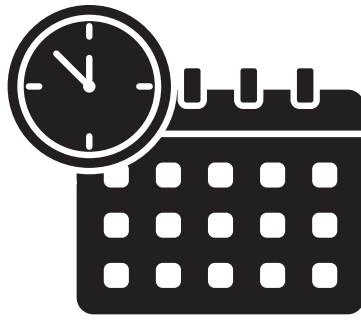
We know it isn't always convenient to visit the surgery simply to collect a sample pot. To make things easier, patients can now collect sample pots and qFIT kits from Slapton Village Shop.

Available from the shop:

-  Yellow pot – Urine or sputum samples
-  Blue pot – Stool/faeces samples
-  qFIT kit – Stool/faeces testing (your clinician will specifically request this)

Simply ask for the item you need – there is no need to explain what it is for. Once your sample has been collected, please ensure it is clearly labelled and return it to Chillington Health Centre during opening hours.

We would like to thank Slapton Village Shop for supporting this initiative and helping us improve access to services for our local community.



Did you know...

During May we;
Delivered 648 appointments with GPs (including telephone calls)
Delivered 558 appointments with Nurses
Delivered 604 appointments with GP Assistants
Had DNA's with the most (8) being on 5th May
Answered 1,903 telephone calls in Reception
Dispensed 6795 items
Delivered 171 eConsults and;
Sent 80 referrals



Missed Appointments – Every Appointment Matters

Every appointment is valuable. When patients do not attend their appointment and do not let us know, it means that time cannot be offered to another patient who may need care.

Over recent months, we have seen a number of appointments missed across GP, Nursing and Healthcare Assistant clinics. Even a small reduction in missed appointments would allow us to offer more appointments, reduce waiting times and improve access for everyone.

If you are unable to attend, please let us know as soon as possible. Cancelling an appointment only takes a moment and allows us to offer it to another patient.

Ways to cancel your appointment

-  Reply CANCEL to your appointment reminder text
-  Cancel directly through the NHS App
-  Telephone Reception on 01548 580214

Thank you for helping us make the best use of our appointments and ensuring that care is available to those who need it most.

Thank you for reading!

CHILLINGTON HEALTH CENTRE	01548 580214
www.chillingtonsurgery.co.uk	enquiries.chillington@nhs.net
