ISSUE #08

Patient Newsletter

CHILLINGTON HEALTH CENTRE

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September 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.

Welcome to the Autumn edition of our Patient Newsletter. As the seasons begin to change, we have plenty of news and important updates to share with you from across the practice.

Our main focus this autumn is the seasonal flu and COVID-19 vaccination programme. Both vaccinations will be available to eligible patients. Invitations and booking links will be sent shortly, so please look out for a message from us.

Inside this edition, we also say farewell to Tracy and welcome Aileen and Elizabeth, and share the latest news from our Patient Participation Group.

As always, thank you for the continued support, patience and kindness shown to our team. We hope you enjoy this edition and find it helpful as we head into the busy winter months.

Chillington HC team x

In this newsletter you can expect:

Welcome

Flu & COVID Clinics

Team Updates

Our PPG

SCOF

Dispensary

Flu and COVID-19 Vaccinations

Protect yourself this autumn

We will be holding two afternoon vaccination clinics at Chillington Health Centre:

Wednesday 7 October, 2.00pm–5.30pm
&
Wednesday 14 October, 2.30pm–5.30pm

Both flu and COVID-19 vaccinations will be available to patients who are eligible. We will shortly send invitations and booking links to eligible patients. Please use the link in your message to select a suitable appointment. If you cannot use the link, contact reception and select Option 5 from the menu and the team will help you.

We would really appreciate your support by booking your vaccination with us where possible. Choosing to be vaccinated at your local surgery helps us to continue providing services for our community, while allowing you to receive your vaccination from a team that knows you and has access to your medical record.

Before you attend

- Please arrive as close as possible to your appointment time.
- Wear clothing that allows easy access to your upper arm.
- Let the vaccinator know if you have been unwell or have had a previous reaction to a vaccine.
- If you can no longer attend, please cancel so the appointment can be offered to someone else.

Please wait for your invitation before booking.

Eligibility is set nationally and can differ between the flu and COVID-19 programmes. If you are unsure, please contact reception.

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:

Farewell to Tracy
We recently said goodbye to Tracy, who has left the practice after three years as part of our dispensary team.

We would like to thank Tracy for all her hard work and the contribution she made during her time at Chillington Health Centre. We wish her all the very best for the future.

Welcome to Aileen and Elizabeth
Aileen joined our reception team in early July, having previously worked for DPD. Although general practice is a completely new environment for her, she has settled in very well and is quickly getting to know our patients, systems and the many different aspects of a busy reception team.

Elizabeth joined our dispensary team as a Dispensary Assistant in early August, shortly after moving to the area. This is a new area of work for Elizabeth as well, but she is settling in extremely well and is already becoming a valued member of the team.

We are delighted to welcome them both to the practice.

Our Patient Participation Group (PPG)

Hello to Philip Groves

In our last newsletter, we said goodbye to Andie Day, who stepped down from the PPG Committee after serving as Chair for the past two years.

In this edition, we're pleased to welcome Philip Groves back as the new PPG Chair. Philip has previously served as PPG Chair and is returning to the role.

'Snack-tember'

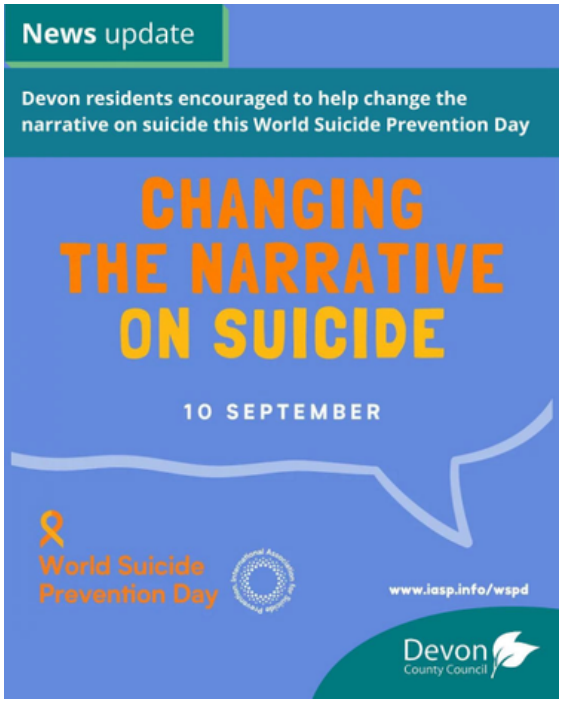
Debbie Gales, on behalf of the PPG, has partnered with Stokenham Primary School in a healthy eating campaign, inviting pupils to create their own Healthy Eating posters.

We are delighted to showcase a montage of the posters on the surgery's digital screen and PPG notice board to help with awareness of healthy eating.

Suicide awareness

Help change the narrative on suicide by learning how to start supportive conversations, recognise when someone may be struggling, and know where to find help.

Every conversation has the potential to make a difference.



Our Patient Participation Group (PPG)

The Herbert Protocol

Are you living with Dementia or caring for someone who has the condition? Perhaps you might want to think about completing the Herbert Protocol. Police forces use the protocol to help when someone is reported missing; having details ready saves critical time in an emergency.

The Herbert Protocol is a national scheme to support people at risk of becoming lost. It is named after George Herbert, a decorated war veteran of the Normandy landings who lived with dementia in a care home.

George frequently left his care home and went missing while trying to find his childhood home, requiring police assistance to locate him.

The Herbert Protocol is a form completed in advance by family, friends, or carers. It holds vital information so loved ones do not have to recall stressful details during a crisis.

The form is safely stored online or a printed copy is kept in the home. In an emergency, when the person goes missing, the digital reference or printed form is handed directly to the police.

For more information go to: https://www.devon-cornwall.police.uk/notices/af/herbert-protocol/

Organ Donation

There is a continuing need for more donors to help those waiting for a transplant and increase the number of people on the NHS Organ Donor Register.

Over 8000 people are currently in need of a transplant to save or improve their lives.

The NHS Organ Donation Register is a confidential record of people's organ donation decisions. It records your choice whether to become an organ donor or not.

Nobody is automatically included and you can change your mind at any time.

You can find out more and register your choice here NHS Organ Donation Register

Our Patient Participation Group (PPG)

The PPG Committee met on 14th July

Here is a brief summary of the key points:

- Coffee mornings - Further discussion about the proposed coffee morning project that the PPG is supporting.

The aim of the 'coffee club' is to provide an opportunity for members of the local community to get together and socialise; it will also be a hub for health and social care signposting.

- Stokenham School – Healthy Eating Campaign the committee were provided with an update on the fantastic artwork from pupils a montage of which is being displayed on the PPG notice board.
- Digital Display: The transition speed of slides will be slowed down in line with feedback from patients.
- Complaints & Compliments: Mostly minor; practice continues to prioritise safe, timely care
- NHS Patient Survey: The committee have reviewed the results of the survey and agree that they are very pleasing. Use of the NHS App was highlighted and the opportunity to set up an introductory/tutorial session for patients was explored.
- Health Campaigns: Work underway for "Know Your Numbers' Blood Pressure campaign, Suicide Prevention Day and Organ Donation week.
- Dispensary: New opening hours trial running smoothly; increased promotion of the dispensing machine planned.
- Road Closure: Medicines collection from Slapton shop has been expanded to include any dispensing patient who wish to use the scheme . A poster with details is displayed in the surgery and shop.
- PPG–Staff Engagement: Representation from the PPG will meet with practice staff at the next Practice PCN meeting to introduce the PPG to new staff members
- Practice update: The practice has received additional funding for extra women's health clinic sessions into next year and the surgery has a new receptionist and a new dispenser

Next Meeting: Tuesday 22nd September 2026, 17:30–18:45.

Our Patient Participation Group (PPG)

This Month's Top Wellbeing Tip

Take a daily 10-microgram (400 IU) vitamin D supplement from October to March.

☀️ According to the official NHS Vitamin D Guide, the UK sun is not strong enough between autumn and winter for our bodies to manufacture this essential nutrient. A daily supplement is recommended for all adults and children over the age of one to keep bones, teeth, and muscles healthy.
You can easily find these low-cost supplements over the counter at local pharmacies or supermarkets. Note that certain groups—such as people with darker skin backgrounds, those who cover up most of their skin, or individuals who are mostly confined to the home—are advised by the NHS to take this dose all year round.

🌡️ Those of us past the first flush of youth may want to check readiness of warm clothing, gloves, vests, slippers and a warm hat in preparation for winter.

📣 Get Involved

If you are interested in joining our PPG, please email chillingtonhealthcentreppg@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

Your Dispensary - Behind the scenes

Our dispensary team works hard to prepare thousands of prescription items safely and accurately each month.

During August alone, the team dispensed 7,284 items for our patients.

Opening Hours

🕐
Monday to Friday
8.30am-11.00am
3.00pm-6.00pm

The counter is closed between 11.00am and 3.00pm, but the team continues working behind the scenes.

Protected Working Time

The midday closure allows the team to process prescriptions, order and receive stock, complete safety checks and prepare medicines with fewer interruptions.

Urgent medicines prescribed after a consultation can still be supplied on the same day.

💊 COLLECT YOUR PRESCRIPTIONS 24 HOURS A DAY

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 and Skip the Queue 🚶

How Does It Work?
1️⃣ Order your prescription as normal.
2️⃣ Ask for your medication to be placed in the collection machine.
3️⃣ Receive a text message when it is ready.
4️⃣ Visit the machine at any time and enter your collection code.
5️⃣ Collect your medication – it's that simple!

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

Dispensary

Prescription Charges and help with costs

£9.90

The current NHS prescription charge in England is £9.90 per item.

Charges apply to each individual item rather than each prescription, so a prescription containing three medicines would normally cost £29.70.

Could a Prepayment Certificate save you money?

Anyone who pays NHS prescription charges can purchase a Prescription Prepayment Certificate (PPC). A standard PPC covers all NHS prescriptions, including NHS dental prescriptions, during the period for which it is valid.

3 MONTHS

£32.05

Saves money if you need more than 3 items in 3 months.

12 MONTHS

£114.50

Saves money if you need more than 11 items in a year.

HRT PPC

£19.80

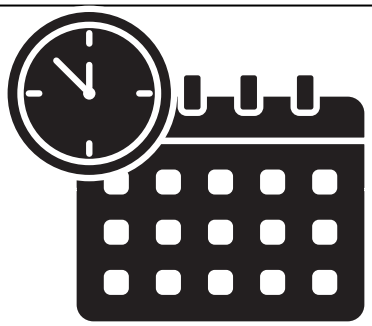
Covers unlimited qualifying HRT medicines for 12 months.

Who can receive free prescriptions?

You may be entitled if you:

- Are under 16, or aged 16-18 and in full-time education
- Are aged 60 or over
- Hold a valid maternity or medical exemption certificate
- Receive certain qualifying benefits or meet Universal Credit criteria
- Hold a valid HC2 certificate through the NHS Low Income Scheme
- Hold a qualifying war pension exemption certificate

Did you know...



During August we;
Delivered 613 appointments with GPs (including telephone calls)
Delivered 5580 appointments with Nurses
Delivered 675 appointments with GP Assistants
Had 44 DNA's with the most (5) being on 20th and 21st August
Answered 1,987 telephone calls in Reception
Dispensed 7,284 items
Delivered 144 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