



CHELSTON HALL HERALD

Christmas Edition

Christmas Jumper Days 2023

This year we will be holding three
Christmas Jumper & Accessories Days

Our main event will be on

Friday 8th December 2023

Followed by two further optional events on

Wednesday 20th December & Friday 22nd December



*Christmas is coming, so don't forget the cats.
Please put £2 in the Hector's House Hat.
If you haven't got £2, then £1 will do.
If you haven't got £1 then God bless you.*

All Donations Will Be Going To Hector's House Cat Rescue



Christmas Opening Hours

Christmas Day
Monday
25th December 2023

Closed

Boxing Day
Tuesday
26th December 2023

Closed

New Years Day
Monday
1st January 2024

Closed

**Wishing all of our patients a
Merry Christmas and a
Happy New Year**



Chelston Hall Telephone System

To call the surgery please dial (01803) 605117 followed by:



Option 1

APPOINTMENTS LINE

Our appointments line is open
8.30am - 6.00pm
Monday to Friday

Alternatively you can complete a
patient triage request via our
website

www.chelstonhall.co.uk
to consult with your GP online

Option 2

PRESCRIPTIONS LINE

Our prescriptions line is open
10.00am - 12.00pm
Monday to Friday

Alternatively you can order your
medication by patient triage admin
query via our website or email your
prescription request to
prescriptions.chelston@nhs.net

Option 3

GENERAL ENQUIRIES LINE

Our general enquiries line is open
9.00am - 12.00pm
&
2.00pm - 5.00pm
Monday to Friday

Contact us for help with medical
reports, referrals, clinical letters,
or for any other general enquiries

**DID YOU
KNOW?**

We offered our patients **5,006** face to face appointments over a four week period

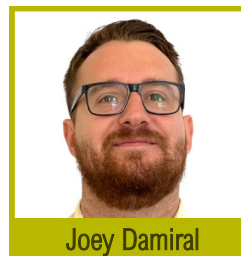
1,008 of these appointments were wasted due to patients that did not attend

That is approximately **£50,400** and **168 hours** of a clinicians time wasted!!

If you are unable to attend an appointment please call the appointments line
and press 0 to cancel, enabling us to offer the time to other patients



Helen Kelly



Joey Damiral

Community Building in our Neighbourhoods

As Community Builders we are here to connect you with people, activities and events in your neighbourhood. There is so much happening in the run-up to Christmas.

Here is just a flavour...

Torbay Rugby Club Christmas Fayre

On the 10th December, the Clubhouse at Torquay Rugby Club are hosting a **Christmas Fayre** from 11am - 1pm. Head along to support the club, and find some lovely goodies for Christmas.

Darth Vader's Grotto

Also on the 10th December, Darth Vader's Grotto is at Cockington Court from 11am - 5pm

Not your average Christmas experience!

Tickets essential as spaces are limited.

See details at Joey's Facebook page or www.cockingtoncourt.org



Willows Community Church Carol Service

The Willow Tree pub will be hosting the Willows Community Church for a **Carol Service**

On Friday 15th December at 6.45pm.

Also a fun **Quiz** will take place at 8.00pm

Chelston Community Club Santas Grotto & Christmas Fayre

Chelston Community Club are hosting **Santa's Grotto** and a **Christmas Fayre**

On Saturday the 16th December from 11am - 1pm at the Haywain Pub, Chelston.

The Grotto is free for children under the age of 11 (and they will receive a gift).



Christmas Alien Invasion

The 17th December at Cockington Court is the finale to the Space-themed year, the **Christmas Alien Invasion!** Enjoy Lego, Cosplay, Gaming, Crafts, Comics, Food and much more.

With some awesome surprises in the pipeline!

Check out Joey's Facebook page for updates on this event.



If you want to find out about more events, have a good idea, an ambition or skills to share that will enhance your local neighbourhood then please get in touch.

Helen Kelly - Community Builder
(The Willows)

helenkelly@torbaycdt.org.uk

07548704876

Search Facebook:

Watcombe, Willows & Higher Barton Community Partnership

Joey Damiral - Community Builder
(Chelston, Livermead & Cockington)

joeydamiral@torbaycdt.org.uk

07754609494

Search Facebook:

Joey Damiral Community Builder for Chelston, Livermead & Cockington

Chelston Hall Surgery Staff

Partners

Dr Helen Paley

MB, BS, MRCGP, DRCOG

Dr Louise Solari

MB, BS, MRCGP

Dr Stefano Cannizzaro

MB, ChB, DCH, MRCGP

Dr Philipp Buschtoens

State Med Exam, MRCP, DRCOG, DFFP

Dr Susie Patch

MBBS, MA, MRCGP Reg London 1995

Dr Shinoy Kurup

MUDr (HONS), MRCGP (UK), MRCP (UK), MRCEM (UK), PG Cert in Health Service Improvement

Practice Management

Holly Ricketts

Practice Manager

Faye Joint

Operations Manager

Marianne Simpson

Finance Officer

Salaried GPs

Dr Ruth Darlow

BSc, Hons, MBBCh, MRCGP

Dr Ruth Shoare

BSc, Hons, MBBCh, MRCGP

Dr Zoe Koloh

MBBS, BSc

Dr Htut Wai

Advanced Nurse Practitioners

Belinda Brint

Jeffrey Lockett

We have a team of Advanced Nurse Practitioners supporting our GPs. They can assist with most medical conditions and can prescribe just as a GP would.

Paramedic

John Palmer

Our Paramedic works with the Surgery and will often carry out home visits on behalf of the GPs.

Physician Associate

Edward Appleby

A Physician Associate is a new healthcare professional who, while not a doctor, works with the same attitudes, skills and knowledge to deliver holistic care and treatment within the general medical team under defined levels of supervision. Our Physician Associate can see patients presenting with acute/same-day problems, as well as offering rebooked appointments. He is able to triage patients, develop management plans, carry out telephone consultations, make referrals, and review and act on laboratory results.

Nurses

Tina Shilston - Team Leader

Carole Stead

Clair Morgan

Sarah Woodward

Christina Allen

Roxanne Kennedy

Our Practice Nurses are all trained and experienced members of the team who work on the practice premises during surgery hours offering general help, assessment, advice, and nursing care. In addition they run specialised clinics including anticoagulation, asthma, diabetes, blood pressure, immunisations for babies and adults, wound care management and weight control.

Chelston Hall Surgery Staff

Health Care Assistants

Julie Docherty

Michelle Gove

Aimee Carkeek

Health Care Assistants play an important role in general practice. They provide valuable assistance to GPs and Practice Nurses. HCAs carry out many procedures including ECGs, wound care management, administering injections (including flu and pneumonia vaccinations and B12 injections). They also carry out annual health checks and blood pressure monitoring.

Phlebotomists

Denise Chapman

Louise Lenton

We have Phlebotomists who collect blood samples from patients to help diagnose illness and to monitor ongoing conditions.

Medicine Management Team

Our Medicine Management Team handle all of your prescription queries and requests. They can be contacted on the prescription line by dialling 01803 605117 and choosing option 2 on the menu. This line is open from 10am to 12pm. You can also email them directly at prescriptions.chelston@nhs.net

Health Navigators

The Health Navigators answer the telephone and deal with a range of enquiries. Kim is the team leader and is supported by the rest of our reception team. Health Navigators are trained to ask you clinical questions in order to navigate you to the appropriate service/clinician. They have been asked to do so by the GPs, so please help them to help you.

Administration Teams

We have a team of secretaries and administrators who are responsible for a wide variety of tasks. This includes dealing with requests for medical reports, referrals, clinical letters, communications, emails, and our general enquiry line. You can speak to a member of this team via our general enquiries line, by calling 01803 605117 then choosing options 3 then 2 on the menu. The general enquiry line is open from 9am to 12 noon and 2pm to 5pm.

Carer Support Worker

The role of the Carer Support Worker is primarily to listen; sometimes just having the chance to talk to someone can make a huge difference. They can refer you to Social Care for help, they can assist with benefits advice and put you in touch with the carers groups and support. Our Carer Support Workers do home visits and see people at the surgery. Carer Support Worker, Romina Martinez is based at Chelston Hall Surgery on Tuesday, Wednesday and Thursday. She can be contacted by calling 07785 515979, calling the surgery on 01803 605117 via the appointment line or emailing her on romina.martinez@nhs.net. If you call when Romina is not available, surgery staff will take your details and she will call you back.

Wellbeing Team

The Wellbeing Team for the Torquay primary care network consists of social prescribers, health and wellbeing coaches and an occupational therapist. The service supports people to feel empowered in their own mental and physical wellbeing journey and our dedicated triage coordinator will ensure you are matched to the most appropriate team member where support is based on what matters to you. We are here to give you a platform for positive change, we actively listen to you and if you are ready we can guide and support you to making small steps. For more information about what the team do and how they can help you, go to: www.chelstonhall.co.uk/wellbeing-team