ISSUE #06

Patient Newsletter

CHILLINGTON HEALTH CENTRE

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March 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 spring months, we would like to take a moment to thank our patients and our wider community for your continued support over what has been a very busy winter period for general practice. Your patience, kindness and understanding make a real difference to our team during particularly demanding times.

Over the past few months, we have introduced several updates at the practice, including improvements to our dispensary service and the installation of our new telephone system. These changes are part of our ongoing work to improve access for patients while ensuring we continue to provide safe, sustainable healthcare for our community.

In this edition of the newsletter, you will find updates from across the practice, including information about our team, our Patient Participation Group, local support services, and helpful health information.

Thank you for taking the time to read our newsletter, and for being part of the Chillington Health Centre community.

Chillington HC team x

In this newsletter you can expect:

Welcome

Team Updates

Our PPG

SCOF

Dispensary, NHS App, Prostate Cancer Awareness & Pharmacy First



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:

Goodbye to Kirsty
Firstly, we would like to say a fond farewell to Kirsty from our Dispensary team, who has now moved on from the practice. We would like to thank Kirsty for her contribution during her time with us and wish her all the very best for the future.



Welcome to Jess, Lisette & Donna
We are delighted to welcome Jess and Donna to our reception team. They'll be helping patients with appointments, enquiries, and day-to-day support.

We also welcome Lisette to our dispensary team.

They have already settled in well and are enjoying getting to know both our patients and colleagues.

Please join us in giving them a very warm welcome!







As always, we thank our staff for their hard work and dedication, and we thank our patients for the kindness and patience they show to our team every day.

Our Patient Participation Group (PPG)



Welcome Katie Panton

We're delighted to welcome Katie Panton to the PPG committee. Katie moved to the area in 2018 and lives near Slapton. A nurse by background, she worked in the pharmaceutical industry for over 25 years, latterly in UK Government Affairs for Pfizer. Now retired, Katie has a number of interests and is keen to contribute to the local community and the work of the PPG.

Children's Mental Health Week took place in February



Various resources were shared on the practice noticeboard.

Other useful resources

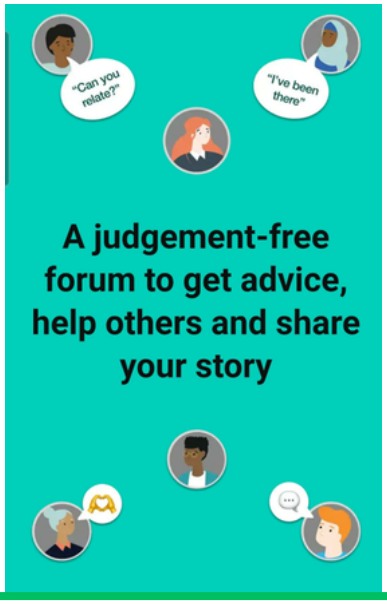
MyWay – Wellbeing Support for Young People

- Emotional wellbeing support for ages 11–25
- One-to-one help with stress, anxiety and low mood
- Access to online mental health support (including Kooth)
- Youth-led activities to build confidence and resilience
- Options for online or in-person support
- A safe, supportive space for young people to talk and be heard

[MyWay | Wellbeing Support - Get Help Now — Young Devon]

Kooth – Free Online Wellbeing Support for Young People

- Free, safe and anonymous online service
- Offers mental-health and emotional-wellbeing support
- Access to trained counsellors via text-based chat
- Moderated peer forums for shared experiences
- Self-help tools, activities and resources
- A space to express feelings at any time



Our Patient Participation Group (PPG)

The PPG Committee met on 14 January 2026
Here is a brief summary of the key points:

Committee News
- Welcome to new prospective member Katie Panton.
- The Committee approved a new PPG logo.

GDPR
- It was agreed that the PPG will produce its own Privacy Notice to meet GDPR requirements

Patient Feedback
- Some patients are finding the NHS App difficult to use. Additional support is being developed, and the PPG has offered to help with this.

Practice Update
- Appointments: Missed appointments and late arrivals remain a concern.
- Patient Behaviour: There has been an increase in abusive behaviour towards staff; appropriate action is being taken.

Monthly Health Awareness Campaigns
- Monthly campaigns are planned for the year ahead. Information will be shared via noticeboards, digital screens, email, and social media.

Vaccinations
- A spring COVID vaccination clinic is planned. The PPG will support this; dates will be confirmed.

Planning Ahead
- A wellbeing project with Kingsbridge Community College is progressing.

For full meeting minutes, please click the link provided or visit the Practice website.

PPG-Committee-meeting-minutes-Jan-26.pdf

PPG Privacy Notice

To meet GDPR requirements, the Patient Participation Group now has its own dedicated Privacy Notice. Please use the link below to view the full statement and understand how your information is handled.

To view this, please click the link provided or visit the Practice website.

PPG Privacy Notice

Our Patient Participation Group (PPG)

This Month's Top Wellbeing Tip

🌟 Nutrition & Hydration Week – March 2026 🌟
🥤 Make Every Sip and Bite Count 🍽️
🧠 Eating well and staying hydrated supports overall health and wellbeing
🥤 Keep drinks within easy reach and take small, regular sips through the day
🍽️ Enjoy balanced meals with a variety of foods to support energy, strength and recovery
🍉 Include hydrating foods like fruit, soups and yoghurt
🥛 If you have a smaller appetite, choose nourishing snacks and drinks to help meet your needs

💙 **Good nutrition and hydration help prevent illness, boost mood and support everyday living.**

ℹ️ Find out more using the following link Water, drinks and hydration - NHS

📣 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)

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

Founded over 30 years ago, this registered charity supports people in our rural community who may find it difficult to travel to health appointments due to limited transport options.

SCOF volunteers provide car journeys to:

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

In some circumstances they may also be able to assist with collecting prescriptions.

The service is free, although donations are welcomed to help cover running costs.

SCOF is always happy to welcome new volunteer drivers. There is no regular commitment required — volunteers simply drive when they are able to.

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

Cheryl Watkins or Nadine Nicolson
📞 01548 581181

Dispensary FAQs



Ordering and collecting prescriptions

We are a dispensing practice and are able to dispense for patients who live more than a mile from their nearest chemist. The easiest way to order your repeat prescription is online using the NHS app or SystmOnline. You can also bring in your request slip in person and pop it in the box in the waiting room or post through the letter box if out of hours.

Please allow 72 hours (excluding weekend and bank holidays) for your prescription to be ready. We will send you a text when it is ready to collect if you have consented to text messages. Prescriptions can be ordered up to 14 days ahead. Your prescription may be delayed if it is not due or if the request needs to forwarded to a GP.

Dispensary opening hours are:

Monday - 8.30am – 11am and then 3pm – 6pm
Tuesday - 8.30am – 11am and then 3pm – 6pm
Wednesday - 8.30am – 11am and then 3pm – 6pm
Thursday - 8.30am – 11am and then 3pm – 6pm
Friday - 8.30am – 11am and then 3pm – 6pm

New patients may need a medication review before we can commence prescribing.

If you have questions about your medicine, your local pharmacists can answer these. They can also answer questions on medicines you can buy without a prescription.

The NHS website has information on how your medicine works, how and when to take it, possible side effects and answers to your common questions.

Go to Medicines A to Z (nhs.uk)

If you would like to speak to someone at the GP surgery about your prescription, please phone after 10am and ask to speak to our pharmacist on 01548 580214.



📲 NHS App

The NHS App is a quick and easy way to manage your health online—no need to call the surgery for things you can now do in just a few taps!

With the NHS App, you can:

- Book and cancel appointments
- Order repeat prescriptions
- View your vaccination status and medical records
- Check test results
- Get health advice from trusted NHS sources

It's safe, secure, and free to use.

Getting started is easy:

1. Download the NHS App from the App Store or Google Play
2. Follow the simple steps to set up your account
3. Log in and start managing your health whenever it suits you

Save time, skip the queue, and take control of your health today!

Missed Appointments

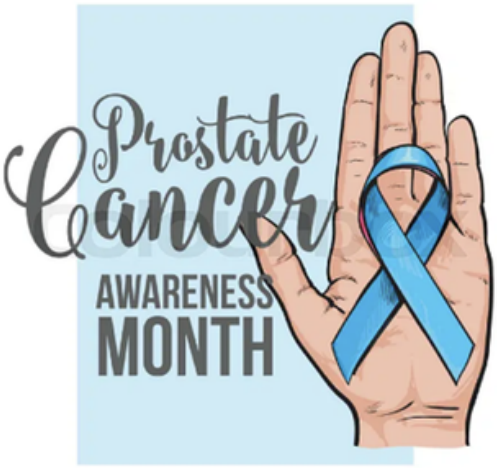
Every missed appointment is a lost opportunity for another patient who may need care.

When patients do not attend their appointments, it increases waiting times and places additional pressure on our services.

If you cannot attend your appointment, please let us know as soon as possible so we can offer the slot to another patient.

To cancel your appointment:

- Reply CANCEL to your appointment reminder text message
- Use your NHS account (on the NHS website or in the NHS app)
- Phone us on 01548 580214
- Visit the surgery and speak with a receptionist
- Email the practice on enquiries.chillington@nhs.net



Prostate Cancer Awareness

Prostate cancer is the most common cancer in men in the UK. Being aware of the symptoms and risk factors is an important step in early detection.

The prostate is a small gland located just below the bladder in men. As men get older, problems with the prostate can sometimes occur.

Who is most at risk?
Risk increases if you:

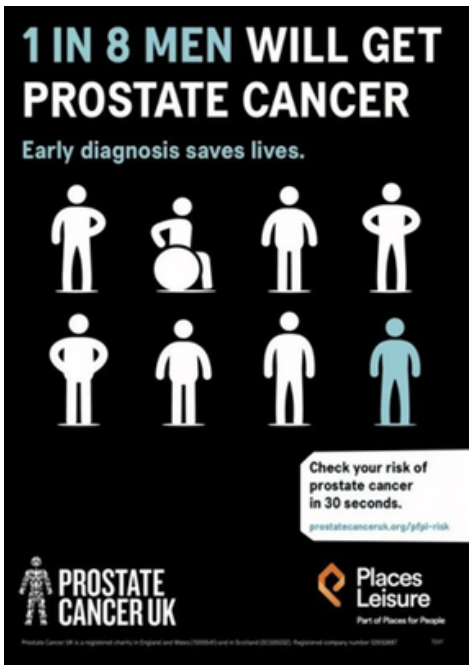
- Are over the age of 50
- Have a family history of prostate cancer
- Are of Black ethnicity

Possible symptoms
Many men do not experience symptoms in the early stages, but symptoms can include:

- Difficulty starting or stopping urination
- A weak urine flow
- Needing to urinate more often, especially at night
- Blood in urine or semen

These symptoms are often caused by other prostate conditions, but it is important to speak to your GP if you notice any changes.

If you are concerned about prostate health, please contact the surgery for advice.







Pharmacy First

Your local pharmacy can help treat several common conditions without the need to see a GP.

Through the NHS Pharmacy First service, pharmacists can assess and provide treatment for:

- Sore throat
- Earache
- Sinusitis
- Infected insect bites
- Impetigo
- Shingles
- Urinary tract infections (in women aged 16–64)

Pharmacists are highly trained healthcare professionals and can provide advice, treatment and guidance on many minor illnesses.

Using Pharmacy First helps patients receive care more quickly and allows GP appointments to be available for those who need them most.

Thank you for reading!

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