ISSUE
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Caen MEDICAL CENTRE

AUTUMN
2026

Working in Partnership with Patients for Healthier Living

Welcome to our brand new Newsletter to keep you up to date with the practice news and information on services you can access.

We are aiming to procduce this once a quarter and it will be available to collect at the practice and to view on our website. We hope you will find this useful.

Ordering your Repeat Medication

You can order your repeat medication:

- **On the NHS App**
- **Via our website**
- **By dropping in your repeat slip** (we have a box in reception or use our letterbox)
- **Via your pharmacy** (if available)

Please allow 5 working days for your request to be processed.

We will only issues medications within 7 days of being due without a valid reason. All others will be rejected.

We no longer accept medication requests via email or telephone.

We are not able to confirm if your medication is ready to collect, please contact your nominated pharmacy.

Save yourselves the queue and use our online services listed below.

If you have an appointment, skip the queue and use our sign in screen opposite the reception desk. **Don't risk losing your appointment by standing in the queue.**

Practice Workload

Each month we publish on our Facebook Page and show on our TV in the waiting room our monthly workload statistics. Below is the last quarter's information, July to September 2026 inclusive. The did not attend figures are for appointments that have been made by patients that then did not attend the booked appointment.

We are unable to include information on the amount of patients that come to our Reception Desk as we currently do not have an accurate way to monitor this. However we estimate from manual footflow records that we have run occasionally over the year that the figures are very close to the amount of calls taken. See above for ways you can beat the queues at Reception.

Caring in Devon

Devon's new service for unpaid carers. The Devon Carers service previously provided by Westbank Community Health and Care has now come to an end, and support for carers in Devon is moving into a new chapter.

We appreciate that changes like this can sometimes create uncertainty, and we would like to thank you for your patience and understanding during this transition.

If you currently receive support as a carer, you do not need to re-register. Your existing support arrangements, including any Carer's Assessments, emergency plans and other services you access, will continue.

Caring in Devon is delivered through a partnership including Devon County Council, NHS Devon, Age UK, Citizens Advice and other voluntary and community organisations. Together, we are committed to ensuring that you, as unpaid carers across Devon, can continue to access the information, advice and support you need.

Support for carers continues and includes:

- Carer's Assessments
- Emergency planning
- Carer Alert Cards and Carer ID Cards
- Information, advice and guidance
- Peer support groups, both online and in person
- Carer Ambassador opportunities
- Training and learning opportunities
- Financial and wellbeing support

Emergency planning

If you already have a Carer's Emergency Plan, it remains valid and you do not need to take any action.

The contact numbers for emergency planning support are now:

- **Monday** to **Friday, 9.00am** to **5.00pm**
- Caring in Devon Helpline: **0345 643 4435**

Outside of these hours:

- Adult Social Care Emergency Duty Team: 0300 456 4876

Over the coming weeks for everyone already on our books, we will send out a new Caring in Devon Alert Card containing these details, along with a new Carer ID Card which identifies you as a registered unpaid carer in Devon.

For new Carers and to find out more

Our new website, www.caringindevon.org.uk, brings together information, advice and support for carers in one place. Whether you are new to caring or have been supporting someone for many years, you will find resources designed to help you navigate your caring journey.

As Caring in Devon develops, carers will continue to play a central role in shaping the future of support through engagement opportunities and our Carer Ambassador programme. We are committed to listening to carers and using their experiences to help shape support across Devon.

Thank you for everything you do. Unpaid carers make an extraordinary contribution to families, communities and services across Devon, and we look forward to supporting you in this next chapter.

For more information, please contact the Caring in Devon Helpline on

0345 643 4435 between **9.00am and 5.00pm**, **Monday to Friday**.

Caring in Devon

You Said...We Did

We are listening to your feedback.

You told us:

You wanted a clock in the waiting room - we have installed a wall clock.

You asked for signs to stop patients waiting in the queue to check in for appointments – There is now a sign displayed in the entrance lobby and we have our self check in screen.

You were frustrated waiting in the queue to collect or drop off sample pots - To save you time we have introduced a drop off box in the entrance lobby for samples. These can be left upto 5pm Monday to Thursday and 2.30pm on a Friday.

Please continue to feedback using our feedback cards and or replying to the text message post appointments as this really helps us plan for the future to help us help you.