



PENRYN SURGERY

NEWSLETTER



If you have any suggestions you feel would help to us to improve services for our patients, then please see a member of the Reception team for a Feedback/Suggestions form and this will be passed to our management team for discussion.

PRACTICE STAFF UPDATE

Dr Brown retired from the Practice at the end of February. We wish him health and happiness in his well-deserved retirement.
 Dr Kahane has a new baby girl and both Dr Harvey and Carly our reception manager will be starting their maternity leave very soon.
 Cat has returned from her travels to take over the prescription clerk role and we welcome Helen to our reception team.

Don't forget to keep us updated with your mobile number or changes to your email.

We communicate with patients by text and email wherever possible so it is important that the contact details we hold for you are correct to enable us to inform you of abnormal results, reminders and messages from your doctor.



Bank holidays during Easter and May



Our surgeries, dispensaries and Hendras Pharmacies will be closed on :

Good Friday 30th March

Easter Monday 2nd April

Monday 7th May

Monday 28th May

Please ensure you order any medication by closing time on Monday 26th March if you need to collect it before the long Easter weekend.

We cannot provide urgent prescriptions should you forget to order in good time.

Appointment booking information

The practice offers convenient telephone consultation appointments in addition to our face-to-face appointments. The reception team will offer the options available at the time you request an appointment.

Reception staff can only offer what is available and are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional. Any information you give to our receptionists is treated with the strictest confidence. If, you feel your issue is very private, you may chose not to say and this will be respected. Depending on the reason you give, you may be signposted to an appointment with our minor illness prescribing nurse, Mandy, or our clinical pharmacist, Carla. We are very lucky to have received funding enabling us to provide patients with their specialised care which compliments our GP service.

Please respect our receptionists who perform a very demanding role. Verbal abuse or threatening behaviour will not be tolerated.

Online booking is the quickest way to secure a GP appointment. You can book in advance or on the same day from 8am. Register at reception with photo ID to obtain your secure log-in.

Children under 11 can be added to your account to allow you to book on their behalf. Children aged 12 –16 will need to give consent at reception. Over 16's will have their own account.

Inhaler Recycling

The practice is able to recycle all used or unwanted Inhalers.
Please pass to the staff in the Dispensary

Our in house Pharmacy opens
Monday-Friday 08.45—18.15

Hendras at 44 Market Street, Penryn opens
Monday-Friday 09.00—17.30
Saturdays 09.00—13.00

3 before GP

GPs and their wider team need time to give patients the best care they possibly can. You can help free up time for those who really need expert advice by considering three alternatives before booking an appointment:

1

Self-care

For minor ailments you could safely treat your symptoms at home, for example through rest or with appropriate over the counter medicines.

2

Use trusted NHS online services

Online NHS services offer sensible advice on a range of health issues and are a useful place to turn for initial guidance. Visit www.nhs.uk

3

Seek advice from a pharmacist

Pharmacists are highly skilled healthcare professionals who can offer valuable advice.

You should always seek urgent medical attention in an emergency.



#3beforeGP

Royal College of General Practitioners is a registered charity in England and Wales (Number 201916) and Scotland (Number 905404).

Urinary Tract Infections

No need to book an appointment

Patients who have painful symptoms when passing urine may leave a sample with the nurses for testing. A sterile container can be obtained from reception along with a symptom sheet for completion. If your symptoms are very painful you may wish to sit and wait for the next available nurse. Please advise reception if this is the case. You will receive treatment the same day if testing shows it is necessary.

GP appointment?
Can't make it? Don't need it?

CANCEL IT!



ORDERING PRESCRIPTIONS

Please be aware that the Surgery cannot offer urgent same day prescriptions. Please read the table below to ensure you are ordering your medication allowing plenty of time before your medication runs out.

DAY ORDERED	READY TO COLLECT
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	MONDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY

Online Prescription Ordering Tips...

1. Medication reviews: You will occasionally see this message next to an item you wish to order "This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse."

IF YOU SEE THIS MESSAGE PLEASE USE THE 'MAKE CUSTOM REQUEST' SECTION AND ENTER YOUR MEDICATION BY NAME.

2. You are unable to "Request Existing Medication" and a "Make Custom Request" at the same time. You may have to submit two separate orders.

3. Please DO NOT book a medication review appointment until you have been asked to by Practice Staff as it is not always necessary. The GP will review your medication request as a result of this custom order and you will not necessarily need to see the clinical pharmacist for a review. If you do need to come in, reception will contact you direct or there will be a message on your prescription counterfoil.

If you have any questions, please call the Prescription Desk on 01326 371421, however **we do not accept telephone orders for any medication.**

Missed Appointments

During the 3 month winter period of November – February 2018 we had 1125 Doctor and Practice Nurse appointments that patient's did not attend! That's hundreds more sick patients who could have been seen if these appointments had been cancelled or re-arranged. This is such a huge waste of clinical time and NHS money.

If you cant make it or don't need it then CANCEL IT! Please phone the surgery from 8am or cancel online up to an hour before using SystemOnline.