



PENRYN SURGERY NEWSLETTER



WINTER 2019



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Winter is an extremely busy time for us. We hope that you find our practical guidance on the best ways to obtain medical advice and treatment useful.

If you have any suggestions you would like to put forward to improve services for our patients, then please see a member of the Reception team for a suggestion form and this will be passed to our management team for discussion.

Fitness To Work

You should self-certify for the first 7 days of illness with your employer. Fitness to work certificates are issued by a GP if your illness extends to 8 days or longer.

A fit note must be signed by a doctor, but you do not always need to see a GP in person to get one.

It depends on why you're off work sick, whether a GP needs to assess you face to face or if you have been in hospital.

Book a telephone consultation to discuss your request.

Flu Vaccinations

To update your medical record please let us know if you do NOT wish to have a flu jab this winter or have had your vaccination elsewhere.

If you are not eligible for the free NHS flu vaccination this year you can purchase it privately from participating pharmacies including the Penryn Surgery pharmacy or Hendras on Market Street.

Just drop in to see the pharmacist

while stocks last.



Test Results

The practice has a "No News is Good News" policy on results. For those patients who need further investigations or a follow-up appointment, you will be contacted by text, email or phone. If we are unable to reach you then a letter will be sent.

For those patients whose results need no further action, you will not be contacted (this is due to the huge amount of results that the practice deals with on a daily basis). However you are welcome to ring the practice. As our phone lines are very busy in the morning, we ask you to phone from 2pm if you would like to check your results.

The reception staff can tell you if the result has returned and whether the doctor has seen it. The Doctors check the results each day, and act upon them. Reception can pass on any comments the Doctor has made or whether they intend to take any further action.

As they are not clinically trained, our reception team are unable to provide any further detail on results. Should you require more information you will be offered a Telephone Consultation, wherever possible, with the doctor who ordered the test.

MONTHLY TRAINING

The Surgery closes every first Friday of the month 1pm—3pm for staff training and our practice meeting.

Future dates:

6th December 2019

3rd January 2019

The pharmacy and dispensary remain open during this time. Reception will be closed.

If you need urgent medical help when we are closed please call NHS111

Our in house pharmacy and dispensary are open
Monday-Friday 08.45—18.15

Hendra's Pharmacy at 44 Market Street, Penryn opens
Monday-Friday 09.00—17.30 Saturdays 09.00—13.00

HOW TO CONSULT WITH OUR HEALTH CARE TEAM—YOUR CHOICES

ONLINE SERVICES

The easiest way to book an appointment is on-line through our website or Facebook page with SystmOnline or via the NHS App. You can book, change and cancel face to face GP appointments, request repeat medications and access medical records.

Online appointments are the same as those booked by phone and can be booked from 8am on the day you require or at anytime for advance appointments up to several weeks ahead.

Please see Reception with photo ID to register for our service or download the NHS App and apply direct. If you already use SystmOnline, you will be able to use your existing login with the NHS App.

CALLING YOUR SURGERY

You can telephone Penryn Surgery from 8am Monday to Friday to arrange an appointment with a GP or other healthcare professional.

Stithians and Mawnan Smith phone lines open later at 8.30am and offer appointments for local residents only.

We offer a choice of telephone consultations and face to face appointments which can both be booked several weeks in advance. We also offer same day consultations. These can be by phone or in person subject to availability. Continuity of care is really important and staying with the same Doctor will give you the best outcome. If you can wait to see the Doctor then please say this when you call.

Telephone consultations are often more convenient for our patients. You will be given a 30 minute window when the Doctor will call you back, so no waiting in all day or having to travel to the surgery. Many issues can be fully resolved over the phone but if the doctor wishes to see you, they will book the appointment themselves while they are speaking to you, this is often for later the same day.

The reception team have been instructed by the Doctors to ask patients why they need to see a doctor.

This is to ensure you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time

You may be offered an appointment with our minor illness clinician, our in-house emergency care paramedic or our clinical pharmacist based on the purpose of your appointment.

IF NO ROUTINE APPOINTMENTS ARE LEFT

If you consider your symptoms are medically urgent and you cannot wait until the following day, please be prepared to give the receptionist your contact number and details of your symptoms. Your request will be triaged by a member of the duty team who either call back to discuss your urgent problem or offer you a sit and wait duty appointment, as appropriate.

Alternatively they may signpost you to a suitable service.

WE HAVE A ZERO TOLERANCE POLICY - OUR STAFF SHOULD BE ABLE TO COME TO WORK WITHOUT FEAR OF VIOLENCE, VERBAL ABUSE OR HARASSMENT FROM PATIENTS OR THEIR RELATIVES

Please bear in mind that our receptionists have an extremely busy and challenging role.

Please treat them with patience and respect as you would wish yourself to be treated.

They can only book what is available to them as instructed by the Practice partners.

This Winter.....Where should I go for advice?

Cough & Cold Advice

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. "Catch it and bin it". Wash hands regularly with soap and water and keep surfaces clean.

Urinary Tract Infections

Patients who have painful symptoms when passing urine may take sample to the pharmacist at Hendras Pharmacy at Penryn Surgery.

A sterile container can be obtained from reception. You will receive treatment the same day if needed.

Norovirus

Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. It's also called the winter vomiting bug because it's more common in winter, although you can catch it at any time of the year.

Norovirus can be very unpleasant but it usually clears up by itself in a few days.

You can normally look after yourself or your child at home. It's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

Avoid going to your GP, as norovirus can spread to others very easily. If you experience sudden diarrhoea and vomiting, the best thing to do is to stay at home until you're feeling better.

There's no cure for norovirus, so you have to let it run its course. You don't usually need to get medical advice unless there's a risk of a more serious problem.

Antibiotics won't help because it's caused by a virus. Visiting your GP surgery with norovirus can put patients with low immunity at serious risk, so please book a telephone appointment with your GP or call NHS 111 if you're concerned that symptoms aren't improving.

Minor Ailments

Our pharmacists can advise on many common ailments and even prescribe for you under the Minor Ailments Scheme. Please contact them for advice and treatment **BEFORE** requesting a GP appointment if you or a relative are suffering from any of the following conditions:

CONJUNCTIVITIS (1 year old +)

CYSTITIS (18yr+)

IMPETIGO (1 year old +)

NAPPY RASH (under 3 years)

A pharmacist may be able to prescribe without the need to see a doctor. To access this service just drop in from 8.45am to 6.15pm Monday to Friday at Penryn Surgery Pharmacy or between 8.30am-5.30pm at Hendra Pharmacy, 44 Market Street, Penryn and ask to speak to the pharmacist, taking your child if they have the symptoms.

Minor Illness Clinic

The surgery is extremely lucky to have minor illness clinicians working at Penryn alongside the Doctors. They see patients over 3 years of age with the following ailments. Appointments can be booked in advance or on the day

SORE THROAT & TONSILLITIS

URINE INFECTIONS

CHEST INFECTIONS & ASTHMA RELATED PROBLEMS

EYE PROBLEMS/CONJUNCTIVITIS

SKIN PROBLEMS—RASHES, CHICKENPOX, SHINGLES & ECZEMA

EAR PROBLEMS

Minor Injuries

Patients that have sustained a minor injury should be seen at Falmouth Hospital Minor injuries Unit. This is a drop in service and is available 7 days a week from 8am to 8pm. MIU can deal with cuts, sprains, animal and insect bites, falls, minor burns and scalding, and minor head injuries, within 14 days of the injury.

Medication

We have a clinical pharmacist at Penryn who deals with all medication changes and reviews for patients on behalf of the GPs. You may request either a telephone consultation or an appointment in person to discuss any aspect of your medication. She may ask to see you to review your medication or go through any changes that have been recommended by the doctor or hospital. Appointments are only bookable in advance.

Camborne Redruth Hospital Urgent Care Centre

Doctors and nurses at Camborne Redruth Hospital can provide urgent care for sprains, broken bones, minor head injuries, cuts and burns.

They can also treat minor illnesses such as migraines, haemorrhoids, eczema, rashes, ear infections and tonsillitis. Open from 8am-10pm 7 days a week including Bank Holidays. Drop in service – no appointment needed.

NHS 111

111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time.

It is available 24 hours a day, 365 days a year and should only be called when your GP Surgery is unavailable. Calls are free from landlines and mobile phones.

When should you call it?

- You need medical help fast, but it's not a 999 emergency
- You don't know who to call for medical help or you don't have a GP to call
- You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate
- You require health advice or reassurance about what to do next

How does it work?

When you call 111 you will be assessed by fully trained advisers who are supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

If the NHS 111 team think you need an ambulance, they will send one immediately.

Accident & Emergency

The nearest Emergency Department is at Treliske Hospital in Truro and is available 7 days a week, 24 hours a day
for genuine life threatening emergencies only

Dentist

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots. You can also call the out of hours Emergency Dental Service for Cornwall on 0333 405 0290.

Do not contact your GP, as they are not trained to provide dental care.

Season's Greetings To All Our Patients

We will be closed on the Bank Holidays

Wednesday 25th December

Thursday 26th December

Wednesday 1st January 2019

**Last ordering date for prescriptions before
Christmas will be Wednesday 18th December**

