

Christmas and New Year Closures

St Agnes Surgery and Mount Hawke Surgery will be closed on the following days:

Christmas Day (25.12.18)

Boxing Day (25.12.18)

New Years Day (01.01.19)

If patients have a need to discuss an urgent matter when we are closed, please call **NHS 111** (dial 111 on your telephone) where you will be able to speak with a triage nurse. Here your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Please could we kindly ask that you do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

In the case of an emergency please dial **999**. Chest pains and/or shortness of breath constitute an emergency.



We would like to take this opportunity to wish all of our patients a very Merry Christmas and Happy New Year!!!



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Shortcross Road
Mount Hawke
Truro
Cornwall
TR4 8UE
Telephone: 01209 890999
Fax: 01209 891721

St Agnes Surgery
Pengarth Road
St Agnes
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TR5 0TN
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Fax: 0187 553885



ST. AGNES SURGERY



DECEMBER 2018

Appointments

Here at St Agnes Surgery we recognise that patients are finding it harder to get through to us and in turn are finding it more difficult to make an appointment with their preferred GP. We must stress that we will **always** see patients on the day if they feel it is an emergency and to manage this we operate a fair queuing system at the end of the day (17.30 onwards). However, this system has started to be abused, whereby non-urgent presentations are leading to delays in treating genuine emergencies. Therefore, we would like to remind all of our patients that emergency appointments should not be requested for sick notes, medical reports, repeat medication requests or if you have a longstanding problem that remains unchanged.

We also receive a high volume of home visit requests from patients that advise that they are unable to come in to the Surgery. Again, our home visit service has begun to be misused, as clinicians have, on several occasions gone out to visit patients who have not been at home. In order to manage the daily demand more efficiently please could we ask that visit requests are made as early as possible. Due to an increase in demand clinicians will now be contacting those that have requested visits, firstly to ensure that they are at home to avoid any wasted journeys and secondly to ensure that the visit is clinical necessary as many conditions can be treated over the telephone without the need to visit. The Practice would like to stress that patients who have a terminal condition will always take priority when planning home visits.

We acknowledge that it is proving increasingly difficult for patients to book slots for a range of medicals (which include HGV medicals, taxi medicals, PSV medicals and so on). Generally these appointments take longer to complete and cannot be done within a ten minute appointment slot. Medicals such as these cannot be completed during a normal clinic as they are regarded as non NHS work. Consequently, we must find a convenient time for them to be completed, which suits both the clinicians and the patients. Therefore, we would ask patients to provide us with as much notice as possible when requiring a medical to give us sufficient time to allocate a suitable slot.

Patient Participation Group Volunteer Event

Our Patient Participation Group meets regularly throughout the year to discuss matters regarding the surgery and the community.

Earlier in the year a couple of our group members attended a Health Promotion Event held in Perranporth. The event proved to be a huge success and our group recently made the decision to organise a similar event for St Agnes. The event is due to be held on the 11.04.2019 at the Church Hall in St Agnes from 14.00 until 19.00 and preparations for the event are now in full swing. It is hoped that the event will appeal to all sectors within the community as various groups have shown an interest in attending.



Results

Please could we take this opportunity to remind our patients that blood test results take one week to process. If there is a need to contact a patient regarding a result sooner than this a member of our team will do so. Smear and x-rays may take longer to process.

In order to manage our demand effectively, please could we ask patients to contact the Surgery after 14.00 for any results. Due to strict rules regarding confidentiality we are only able to give results to the patient concerned or to the parents/guardians of children aged under 16 years.

Online Services

Have you signed up to 'The Waiting Room' yet?

Registering for access to online services can allow you to order prescriptions, book appointments and view parts of your care record online. Utilising this service often proves more convenient for patients as it enables access to certain services when the Practice is closed or when patients find it difficult to contact us during normal working hours. For more information please visit our website.

Nurse Practitioner

Some of our patients will have noticed that over recent weeks we have had a Nurse Practitioner working St Agnes Surgery. Nurse Practitioners play a vital role in supporting GP Surgeries and managing demand more efficiently as they have the ability to access patients, make a diagnosis and provide treatment just as a Doctor would.

In the future you may well contact the Surgery and be offered an appointment with a Nurse Practitioner and we would like to stress that these are highly qualified individuals who have acquired the ability to manage a variety of conditions from acute to complex.

We would like to advise you that you have the option in terms of who you would like to see and we are more than happy to book you in with a Doctor but please be advised that there may be a delay particularly if you have a preferred Doctor.

Prescription Clerk

We noticed that a large bulk of our queries were regarding prescriptions. In September we made a decision to employ a Prescription Clerk with the intention of improving our prescription processing system. Our Prescription Clerk manages all prescription related tasks and queries for non-dispensing patients. We hope that this new post will improve the service that is delivered to patients and also reduce the amount of queries received relating to prescriptions, as high volumes can have a massive impact on managing the daily workload effectively.

We would like to remind all of our patients that prescriptions take two working days to process from the time that they are received. Therefore, it is likely that additional time will be required for prescriptions to reach the chosen pharmacy.

Patients now have the ability to order prescriptions via our online service provider 'The Waiting Room'. Information regarding online services can be found on our website and registration forms are available from our Reception areas.