

Surgery News



Newsletter March 2016

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Staffing

We are delighted that Dr Henderson is now back in the practice on a full-time basis.

One of our practice nurses is retiring at the end of March and we will be appointing another phlebotomist/HCA. Marie Sanderson has increased her hours and will be taking on more responsibilities.

We have also appointed two locum members of staff to cover pregnancies.

Staff Training

Staff training days have now been changed to every other 2nd Tuesday of each month instead of every 1st Tuesday. The surgery won't be closed at that time, but it may take a bit longer to answer the phones as we will only have one person to man the desk.

Teenage Cancer Trust

We have a bookstall at the Marine Conservation Coffee morning on Saturday 2nd April between 10 and 12 in the Church Hall. Please drop by and grab yourself a bargain. With your help we have so far raised in excess of £4121.42.

Surgery Email Address

Please note the email address for the surgery is st.agnes@nhs.net. The previous email address is no longer accessible to us.

Health Information



Health Promotion Evenings

We held another health promotion evening on 4th February. We will be holding further presentations in the future including the Expert Patient Programme and Dementia. Please keep a look-out for poster going up nearer the time.

IMMUNISATION UPDATE

Shingles – Patients aged 70, 71, 72, 78 or 79 on 1st September are eligible for shingles vaccinations. This means anyone whose date of birth falls between 2.9.1942 and 1.9.1945 OR 2.9.1935 and 1.9.1937.

Meningococcal group ACWY – these patients have been called in following the launch of this new campaign for patients whose date of birth falls between 1.9.1996 and 31.8.1997. This vaccine is also recommended for students attending university for the first time aged between 19 and 25.

Meningitis B - This vaccine has been added to the primary immunisation schedule at 2, 4 and 12 months. This applies to babies born after 1.7.2015. NB – Paracetamol needs to be given either just before or just after the vaccine is given to reduce the risk of a fever.

Patient Participation Group

If you would like to share any thoughts we would love to hear from you and are particularly keen to recruit the younger members of our community to make sure as many as possible patient groups are represented. We have been fortunate enough to recruit new members whose contact details will be publicized next quarter



For contact details:

Name	Phone Number	Email
Geoff Robinson	01872 552581	geoffrey.c.robinson@btinternet.com
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Jenny Doble		jennydoble55@gmail.com
Lesley Harris		Lesley.e.harris@btinternet.com



Questionnaires

The Patient Participation Group is continuing with their good working helping us get your opinions with the and Friends Test . The monthly results, which are published on our website are as follows:

Aug 2015 - We only had one questionnaire returned where the patient was happy to recommend us

Sept 2015 – 51 patients completed the questionnaires, 38 were highly likely to recommend us, 10 likely, 2 neutral and one unlikely

Oct 2015 – 4 patients completed the questionnaires with 3 highly likely and 1 unlikely to recommend us

Nov 2015 – 71 patients completed, 51 were highly likely to recommend us, 19 likely and one neutral

Dec 2015 – 13 patients completed the questionnaires, 11 of whom were highly likely to recommend us and two were neutral.

The main area of concern was inability to see the same doctor or doctor of choice. We have had to cover the absence of three partners due to ill health with a lot of locum employment. Hopefully this aspect will improve when all partners have returned to work.

Dispensary



Can we please remind our dispensing patients

You must remember to bring in proof of non-payment of prescriptions every time you need medication or visit the doctor.

When requesting your repeat medication, can you please just tick the ones you need that month. There is still a huge waste of medication in the NHS with patients stock-piling. Returned medicines cannot be re-used even if they have never been opened.

We do not take prescriptions over the phone, it is open to misinterpretation, errors and takes up a lot of time. Please drop in the repeat counterfoil, mail it to us, or use the facility on the website.



Opening Times

Not all patients are aware of our early morning clinics:

Morning Clinics

Monday to Friday
8.30 am - 11.00 am

Afternoon Clinics

Monday to Friday
3.30 pm - 5.20 pm

On some days of the week appointments are available from 2.00 pm-4.00 pm

Extended Opening Hours:

St. Agnes Surgery offers extra appointments for people who are unable to attend the surgery during ordinary opening hours. These appointments can be pre-booked up to 8 weeks in advance of the day required.

Wednesdays
7.30 am - 8.00 am
Fridays
7.30 am - 8.00 am

Bits and Bobs

Telephones

If you encounter a problem with our telephone line out of hours please call 111.

NEW - e Consult

From 1st March you will be able to access your GP on-line. There is a link on our website where you have a choice of:

1. Getting help for your condition, including on-line information for routine health issues
2. General Advice
3. Administrative help

Accessibility

If you need an alternative form of communication, ie because of sight loss, hearing loss, you have a learning disability, aphasia, autism or a mental health condition which makes communication difficult, please can you let the reception staff know. We will provide an appropriate means of communication.

Named GP

All our patients have an accountable GP. Please see our website for further information regarding this.

Still to come

From 1st April patients will be able to access some of their medical records on-line. This will be coded information only, which means that any medical conditions or information that has a code attached will be available. In general practice any new or existing condition gets a specific code as does smoking status, reminder letters etc etc. This online access does not mean the notes the GP writes during the consultation which are written in freehand on the computer.



Services

St Agnes Surgery offers a wide range of services to our patients:

Asthma Reviews
Diabetic Reviews
Learning Disability Reviews
Child Health checks
Immunisations
Travel Clinic
Maternity Care
Contraceptive Care including coil fitting and Implanon
Smears
Minor surgery
Minor injury
Ear microscopy (see explanation below)
Nasendoscopy (see explanation below)

The use of an ear microscope gives the best visualization of the ear canal and the ear drum. Apart from examining the ear, the microscope can also help removing any ear wax, foreign body or infective material like pus.

Nasendoscopy is the examination of the nose and upper airways by the use of a small flexible tube (endoscope) that allows a doctor to examine the lining of these areas. The examination examines the nose (nasal cavity), the back of the nasal cavity, the back of the mouth and tongue and upper part of the voice box.



Minor Injuries

It is worth while emphasizing the minor injury service we offer. We will deal with any minor injuries we are able to, which saves a trip to the Minor Injuries Unit. Obviously there will be times when time constraints or available clinical personnel will not permit this, but we will deal with a wide range of injuries:

Cuts, lacerations, abrasions
Simple local infections
Cellulitis
Animal and human bites
Insect bites and stings
Removal of foreign bodies
Soft tissue injuries
Minor Head Injuries
Burns
Bruises due to trauma
Eye injuries

Please do not go to the Accident and Emergency Department for this type of injury. If the practice cannot deal with it there are dedicated Minor Injury Units at various locations, the nearest being:

Camborne and Redruth Community Hospital (01209 881650) - 8am to 10pm every day

Falmouth Hospital (01326 434739) - 8am to 8pm every day

Newquay Hospital (01637 893623) - 8am to 10pm every day and open 24-hours on Fridays and Saturdays during July and August

Out of Hours please ring Cornwall Health (on the surgery number) in the first instance.