

# **ST AGNES SURGERY NEWS LETTER**

## **August 2013**



### **Surgery News**

#### **Staffing**

Francesca has decided to leave due to family commitments and we have been able to employ Jackie, who has worked in a surgery environment in the past. She will be working evenings.

We have also employed Bernice, who is now working for us as a Health Care Assistant for 25 hours per week. Her main remit is taking bloods, but will perform ECGs and take blood pressures. She has worked for the NHS previously.

Dr Chris Ireland has now left us and will be missed by us all. Dr Will Duffin has just started as a registrar and will be with us for 6 months.

#### **Immunisations**



## **FLU**

The Saturday morning flu clinics will be starting at the end of September and will be by appointment. Patients can phone in from the middle of September to book. The flu jabs are available to all patients over 65 and those at risk through chronic diseases such as asthma, diabetes, heart failure, kidney disease.

## **SHINGLES**

The Government have instigated a shingles vaccination programme for patients aged 70 and 79. This is the initial stage and eligible patients will receive an invitation letter. The vaccine will be made available in a rolling programme to all patients aged between 70 and 79 at a later stage.

## **ROTA VIRUS**

The rotavirus vaccination has been added to the childhood immunisations and is now being given at 8 week and 12 weeks.

## **Website**

Our website has now been updated and improved. Any suggestions re content are always welcome.

## **The Waiting Room**

Ordering repeat prescriptions through The Waiting Room is still causing problems for some patients and we are working hard to resolve this. Our clinical system provider, Microtest, has now given us a link which will enable us to re-set the account so hopefully the problems will be resolved much quicker.

## **Appointments**

On-line appointments will become available during September. Patients will have the opportunity to book an appointment four weeks in advance. There will be two appointments made available per doctor per day.

We cannot stress often enough that our patients are able to book routine appointments up to four weeks in advance. We do realise that even with this facility it is not always possible to book the doctor of choice, due to holidays etc. We also **offer early morning appointment at 7.30 am on Wednesdays and Fridays**. These appointments are specifically offered to enable working patients to see the doctor without having to take time off.



## 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 4 weeks in advance of the day required.

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

## Services

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

Asthma Reviews  
Diabetic Reviews  
Learning Disability Reviews  
Child Health checks  
COPD  
Dementia  
Immunisations

Health Checks  
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 canal and the ear drum, the microscope can also help removing any ear wax, foreign body or infective material like pus.

A 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 Serco (on the surgery number) in the first instance.**