

**The Penryn Surgery, Saracen Way,
Penryn, Cornwall TR10 8HX**

penrynsurgery.co.uk
email - letters.penryn@nhs.net
Facebook - @penrynsurgery

OPENING TIMES

Mon: 08:00- 18:30
Tue: 08:00- 18:30
Wed: 08:00- 18:30
Thu: 08:00- 18:30
Fri: 08:00- 18:30
Sat: Closed
Sun: Closed

TELEPHONE NUMBERS

Out of Hours Urgent Advice
Phone: NHS 111

Appointments

Penryn 01326 372502 from 8.00am
Stithians 01209 860170 from 8.30am
Mawnan 01326 250861 from 8.30am

Prescription Enquiries

01326 371421 from 8.30am

Enquiries and Results

Please phone from 2.00pm
Numbers as per appointments above

Business & Enquiries

01326 372502

Fax

01326 378126

PRACTICE STAFF

Practice Manager – Mrs Emma Berry
Reception Manager – Ms Carly Whitbread
Lead Nurse - Mrs Sue Phillips

We have a Duty Manager available daily. This person is responsible for day to day management and will be your first contact should you wish to speak to us about any of our services.

Penryn Surgery

**PRACTICE
CHARTER**

**Information for
Patients**

GP PARTNERS

Dr Rob J Beckett
Dr Alison Best
Dr Chrissie L Dunne
Dr Thomas Hackett
Dr Charlotte Harvey
Dr Ryan Jackson
Dr James Kahane
Dr Jonathan Katz
Dr Jess Munro
Dr Kate Sanders

Please take a copy
(Apr2018 revision)

Patient's Rights to General Medical Services

- ❖ To be offered an appointment with a GP on joining the practice.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Penryn Surgery.

Our Aims

To provide the highest standard of healthcare and advice to our patients.

To listen and communicate effectively with our patients.

We want to improve our services to you and welcome any comments or suggestions.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Responsibilities To You

- ❖ You will be treated as an individual based on your clinical need.
- ❖ You will be treated with courtesy and respect.
- ❖ We will try to ensure that you are seen at your appointment time. However, some consultations take longer than others and emergencies do occur.
- ❖ We will give an explanation if there is to be a long delay in your appointment.
- ❖ We can help your treatment by making a decision over who you see, where and when. Our staff may need to ask you some simple questions to help this process – these are designed to help you and not to obstruct your access.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person, by post or through on-line services. Please use the box provided in the waiting area.
- ❖ We will provide emergency cover – this may be telephone advice, an emergency consultation, attendance at an urgent care centre or a home visit.
- ❖ If you have a complaint please ask to speak to the duty manager. Your complaint will be dealt with in line with the NHS Complaints procedure.
- ❖ We wish to make Penryn Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Your Responsibilities To Us

If you are unable to attend for an appointment please let us know so that we can offer it to someone else.

- ❖ Arrive on time and check in with reception or the check-in screens.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:00am to request a home visit.
- ❖ An urgent appointment is for an urgent medical problem. If you require a sick note or prescription please speak to the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. We operate a zero tolerance policy. Violence or verbal harassment will not be tolerated or accepted. You may be asked to register at another surgery if this behaviour occurs.