

PENRYN SURGERY

NEWSLETTER



HELPING US TO HELP YOU

Welcome to The Penryn Surgery Spring Newsletter. We hope that you will find this seasons edition helpful and informative.

As always feedback is greatly appreciated. If you have any suggestions you feel would be helpful to us to improve our services for our patients, then please see a member of the Reception team for a Feedback/Suggestions form and this will be passed to our management team for discussion.

GP/STAFF UPDATE

Dr Rob Beckett continues to enjoy his sabbatical in New Zealand. Dr Rebecca De Rosa and Dr Marie Croft are filling in for him during his absence.

Dr Steve Seale will be leaving the practice in April 2017. He will be a partner in a GP practice nearer to his home and we wish him every success. The practice will contact all patients currently registered with Dr Seale over the next few months.

Our four new receptionists Kirsty, Cat, Sophie and Chloe are coming towards the end of their training periods and are becoming a great asset to the team.

Bank holidays are approaching fast for Easter and May



Our surgeries, dispensaries and Hendras Pharmacy @Penryn will be closed on :

Friday 14th April

Monday 17th April

Monday 1st May

Monday 29th May

Please ensure you order any medication in good time

Appointment booking information

The practice is able to offer telephone consultation appointments with the doctor in addition to our face-to-face appointments. The reception team will offer this option to you at the point of requesting an appointment. You may also be offered an appointment with our Minor Illness Nurse, Mandy or Clinical Pharmacist, Carla based on the purpose of your appointment. Our reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional. Any information given by you is treated with the strictest confidence. If, however, you feel your issue is very private, you may decline to say and this will be respected.



Please don't forget to inform us of mobile telephone number changes. We are communicating more and more with patients by text and email these days and it is important that the information we hold for you is correct.

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Inhaler Recycling

The practice is now able to recycle all used or unwanted Inhalers. Please see the staff in the Dispensary

Child Immunisations

Kernow Health have informed us that all children attending a secondary school in Cornwall will have their scheduled vaccinations at school rather than at their GP surgery.

If any parents would like further information, please contact your child's school or telephone Maria Harvey at Kernow Health on 01872 221105

MONTHLY MEETINGS

The Surgery closes every first Friday of the month 13.00-15.00 for staff training purposes. We apologise for any inconvenience. However our dispensary & pharmacy remain open during this time.

ORDERING PRESCRIPTIONS

Please be aware that the Surgery does not offer urgent same day prescriptions. Please read the table below to ensure you are ordering your medication allowing plenty of time before your medication runs out.

DAY ORDERED	READY TO COLLECT
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	MONDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY

PLEASE UP DATE YOUR ADDRESS....

Please can we remind patients to update us with any changes to address, email or telephone number.

If you are living more than 1 mile from a Chemist please ask reception for a Dispensing Services Form.

MINOR INJURIES :

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

Camborne & Redruth Hospital Urgent Care Centre:

This NHS walk-in centre is located at Barncoose in Redruth. This drop in service is available 7 days a week, from 8am to 10pm and is for anyone who would like to see a Nurse or a Doctor.

A+E:

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

If you have toothache and are not registered with a dentist, all areas have an emergency dental service. Phone NHS 111 for details.

ONLINE SERVICES

Patients can sign up to use our online service. This will allow you to book, change and cancel appointments online and also request repeat medications. Please see Reception with photo ID and a personal email address to register.

There is an App available called "SystemOnline" which can be used on Apple and Android devices. You can download the App for free on the App Store under(SystemOnline)

If you are already using SystemOnline, you will be able to use your existing login details.

Our in house Pharmacy opens
Monday-Friday 08.45—18.15

Hendras at 44 Market Street, Penryn opens
Monday-Friday 09.00—17.30
Saturdays 09.00—13.00