

# PENRYN SURGERY

## NEWSLETTER



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Winter is our busiest time and we hope that you will find this edition informative as we aim to give you guidance on the best ways to obtain medical advice and treatment throughout the season.

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

### GP/STAFF UPDATE

Sadly we're saying goodbye to two of our receptionists in December. Cat will be moving to Cheltenham and Sophie will be a legal secretary. Jess from the dispensary is moving onto her new career as a lash technician. We wish them every success in their new ventures.

However we do welcome Beth as a data administrator and Hayley has joined our practice nursing team.

### FLU

To update your medical record please let us know if you do not wish to have a flu jab this winter or have had your vaccination elsewhere.

Alternatively if you have not received an invitation for the free NHS flu vaccination this year you can purchase it privately from participating pharmacies including the Penryn Surgery pharmacy.

Just drop in to see the pharmacist while stocks last.

### Test Results

Test results can be obtained from reception after 2pm. Blood results should be available after 5 working days of the sample being processed at the laboratory. We do not contact patients with normal results. If we receive a result from the lab and it is unexpectedly abnormal, then the GP will be informed and will contact you if they have concerns.

Swabs, urine, faeces and sputum results should also be available to us after 5 days. Nail clipping, coeliac and cervical screening results can take up to 6 weeks.

### Sickness Certificates

Sick notes cannot be issued in advance and will be ready to collect within 5 working days. You should self-certify for the first 7 days of illness with your employer. Please do not book to see a GP for a continuing sicknote unless requested by the Doctor.

**Our in house pharmacy and dispensary are open  
Monday-Friday 08.45—18.15**

**Hendra's Pharmacy at 44 Market Street, Penryn opens  
Monday-Friday 09.00—17.30 Saturdays 09.00—13.00**

### MONTHLY TRAINING

**The Surgery closes every first Friday of the month 1pm—3pm for staff training and our practice meeting.**

**Future dates:**

**1st February 2019**

**1st March 2019**

**The pharmacy and dispensary remain open during this time. Reception will be closed.**

**If you need urgent medical help when we are closed please call NHS111**

## **HOW TO CONSULT WITH OUR DOCTORS—YOUR CHOICES**

### **ONLINE SERVICES**

The easiest way to book an appointment is to use our on-line services provided by SystmOnline. This will enable you to book, change and cancel GP appointments online, request repeat medications and apply to view your detailed coded records. Online appointments are the same as those booked by phone and can be booked from 8am on the day you require or several weeks in advance.

Please see Reception with photo ID to register. Passwords can be re-set by users themselves providing we hold your verified email address, so please keep us up to date with any changes to your contact details.

There is also a free app available called 'SystmOnline' which can be used on Apple and Android devices available from your app store. If you are already using SystmOnline, you will be able to use your existing login.

### **CALLING YOUR SURGERY**

You can telephone Penryn Surgery from 8am Monday to Friday to arrange an appointment with a GP or other healthcare professional.

Stithians and Mawnan Smith phone lines open later at 8.30am to book appointments for local residents only.

We offer a choice of telephone consultations and face to face appointments which can be booked several weeks in advance. We also offer same day consultations. These can be by phone or in person subject to availability. Continuity of care is really important and staying with the same Doctor will give you the best outcome. If you can wait to see the Doctor then please say this when you call.

Telephone consultations are often more convenient for our patients. You will be given a 30 minute window when the Doctor will call you back, so no waiting in all day or having to travel to the surgery. Many issues can be fully resolved over the phone but if the doctor wishes to see you, they will book the appointment themselves while they are speaking to you, this is often for later the same day.

The reception team have been instructed by the Doctors to ask patients why they need to see a doctor.

This is to ensure you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time

You may be offered an appointment with our minor illness clinicians , Mandy, Simon or Emily or our Clinical Pharmacist, Carla, based on the purpose of your appointment.

### **IF NO ROUTINE APPOINTMENTS ARE LEFT**

If you consider your symptoms are medically urgent please be prepared to give the receptionist your contact number and brief details of your symptoms. You will be phoned by a member of the duty team that day who will discuss your urgent problem only and will give you appropriate advice or arrange for you to be seen.

Please bear in mind that our receptionists have an extremely busy and challenging role.

Please treat them with respect as you would wish yourself to be treated.

They can only book what is available as instructed by the Practice partners.

## This Winter.....Should I be seeing my Doctor?

### Cough & Cold Advice

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. "Catch it and bin it". Wash hands regularly with soap and water and keep surfaces clean.

### Urinary Tract Infections

Patients who have painful symptoms when passing urine may leave a sample with the nurses for testing. A sterile container can be obtained from reception along with a symptom sheet for completion. If your symptoms are very painful you may wish to sit and wait for the next available nurse. Please advise reception if this is the case. You will receive treatment the same day if necessary.

### Norovirus

Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. It's also called the winter vomiting bug because it's more common in winter, although you can catch it at any time of the year.

Norovirus can be very unpleasant but it usually clears up by itself in a few days.

You can normally look after yourself or your child at home. It's important to drink plenty of fluids to prevent dehydration. Young children and the elderly are especially at risk. By drinking oral rehydration fluids (available from pharmacies), you can reduce the risk of dehydration.

Avoid going to your GP, as norovirus can spread to others very easily. If you experience sudden diarrhoea and vomiting, the best thing to do is to stay at home until you're feeling better. There's no cure for norovirus, so you have to let it run its course. You don't usually need to get medical advice unless there's a risk of a more serious problem.

Antibiotics won't help because it's caused by a virus. Visiting your GP surgery with norovirus can put others at risk, so it's best to call your GP or NHS 111 if you're concerned or feel you need advice.

### Minor Ailments

Our pharmacists can advise on many common ailments and even prescribe for you under the Minor Ailments Scheme. Please contact them for advice and treatment BEFORE requesting a GP appointment if you or a relative are suffering from any of the following conditions:

**CONJUNCTIVITIS (1 year old +)**

**CYSTITIS (18yr+)**

**IMPETIGO (1 year old +)**

**NAPPY RASH (under 3 years)**

A pharmacist may be able to prescribe without the need to see a doctor. To access this service just drop in from 8.45am to 6.15pm Monday to Friday at Penryn Surgery Pharmacy or between 8.30am-5.30pm at Hendra Pharmacy, 44 Market Street, Penryn and ask to speak to the pharmacist, taking your child if they have the symptoms.

### Minor Illness Clinic

The surgery is extremely lucky to have minor illness clinicians working at Penryn alongside the Doctors. They see patients over 3 years old with the following ailments and appointments can be booked in advance or on the day

**SORE THROAT & TONSILLITIS**

**CHEST INFECTIONS & ASTHMA RELATED PROBLEMS**

**SKIN PROBLEMS—RASHES, CHICKENPOX, SHINGLES & ECZEMA**

**URINE INFECTIONS**

**EYE PROBLEMS/CONJUNCTIVITIS**

**EAR PROBLEMS**

### Minor Injuries

Patients that have sustained a minor injury should be seen at Falmouth Hospital Minor injuries Unit. This is a drop in service and is available 7 days a week from 8am to 8pm. MIU can deal with cuts, sprains, animal and insect bites, falls, minor burns and scalding, and minor head injuries, within 14 days of the injury.

## Medication

We have a clinical pharmacist at Penryn who deals with all medication changes and reviews for patients on behalf of the GPs. You may request either a telephone consultation or an appointment in person with Carla to discuss any aspect of your medication. She may ask to see you to review your medication or go through any changes that have been recommended by the doctor or hospital. Her appointments are only bookable in advance.

## Camborne Redruth Hospital Urgent Care Centre

Doctors and nurses at Camborne Redruth Hospital can provide urgent care for sprains, broken bones, minor head injuries, cuts and burns.

They can also treat minor illnesses such as migraines, haemorrhoids, eczema, rashes, ear infections and tonsillitis. Open from 8am-10pm 7 days a week including Bank Holidays. Drop in service – no appointment needed.

## NHS 111

111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time.

It is available 24 hours a day, 365 days a year and should only be called when your GP Surgery is unavailable. Calls are free from landlines and mobile phones.

When should you call it?

- You need medical help fast, but it's not a 999 emergency
- You don't know who to call for medical help or you don't have a GP to call
- You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate
- You require health advice or reassurance about what to do next

How does it work?

When you call 111 you will be assessed by fully trained advisers who are supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

If the NHS 111 team think you need an ambulance, they will send one immediately.

## Accident & Emergency

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

## Dentist

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots. You can also call the out of hours Emergency Dental Service for Cornwall on 0333 405 0290. Do not contact your GP, as they are not trained to provide dental care.

# Season's Greetings To All Our Patients

**We will be closed on the Bank Holidays**

**Tuesday 25th December**

**Wednesday 26th December**

**Tuesday 1st January 2019**

**Last ordering date for prescriptions before  
Christmas will be Tuesday 18th December**

