



# **PENRYN SURGERY**

## **NEWSLETTER**

### **HELPING US TO HELP YOU**



If you have any suggestions you feel would help to us to improve services for our patients, then please ask a member of the Reception team for a Feedback/Suggestions form and this will be passed to our management team for discussion.

#### **Hay Fever**

It's very difficult to avoid pollen, particularly during the summer months when you want to spend more time outdoors.

Treatment options for hayfever include antihistamines, which can help to prevent an allergic reaction from occurring and corticosteroids, which help to reduce inflammation and swelling.

Hay fever can often be controlled using over-the-counter medication from your pharmacist. However, if your symptoms are more troublesome and over the counter treatments don't help, it's worth speaking to your GP, as you may require prescription medication.

#### **Staff News**

**Dr Charlotte Harvey and our reception manager**

**Carly have both given birth to bouncing baby boys.**



**Our assistant manager Claire recently made her 50th blood donation.**

**Ruth has joined our team as a trainee dispenser/receptionist.**

#### **The Electronic Prescription Service (EPS)**

Penryn Surgery is now able to offer this service to patients.



If you get regular prescriptions, the Electronic Prescription Service (EPS) may be able to save you time by avoiding unnecessary trips to your GP.

EPS makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice.

Choosing a pharmacy to process your EPS prescription is called nomination.

This means you'll no longer have to collect a paper repeat prescription from your GP practice – instead, you can go straight to the nominated pharmacy to pick up your medicines or medical appliances.

Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance, so you just have to pick it up with no extra wait. However, this depends on the capacity of pharmacists on the day, and may not be possible all the time.

There are no changes to the way you order your medication and dispensing patients will continue to use their existing dispensary at Penryn, Stithians or Mawnan Smith.

**BANK HOLIDAY DATES WHEN  
SURGERY CLOSED 2018**

**AUGUST 27TH**

**DECEMBER 25TH & 26TH**

**MONTHLY MEETING**

**The Surgery closes**

**every first Friday of the month 1pm—3pm for  
staff training.**



**The pharmacy and dispensary remain open.**

**PRESCRIPTION ORDERS**

<b>DAY PRESCRIPTION ORDERED</b>	<b>READY TO COLLECT FROM NOMINATED PHARMACY</b>
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	MONDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY

**TRAVEL ADVICE & VACCINATIONS**

If you are intending to go abroad you may require vaccinations. You should make a separate appointment for each family member with the Practice Nurse allowing at least four to six weeks before travel to discuss and arrange any vaccinations and the latest travel health advice.

Should you require any vaccinations which are not available free on the NHS the nurse will advise you of the current price and arrange any follow-up appointment for their administration.

Our on-site pharmacy can also assist you if you require anti malaria tablets.

Don't leave getting your travel vaccination advice / vaccinations to the last minute as we may not have appointments available . The last vaccination should be given two weeks before travel to ensure you are protected before you leave.

**DO I NEED TO SEE A GP?...WHERE ELSE TO GO**

**The pharmacy at Penryn Surgery is open Monday-Friday 8.45am—6.15pm**

**Hendra pharmacy at 44 Market St, Penryn is open :**

**Monday to Friday 8.45am—1pm and 2pm—5.30pm & Saturday 9am—1pm**

**The pharmacist and dispensers are available for advice on all medicines and minor ailments, in a private consultation room if requested.**

**MINOR AILMENT SCHEME**

If you or a relative are suffering from any of the following conditions: CONJUNCTIVITIS (over 1 year old), CYSTITIS (over 18s), IMPETIGO (over 1 year old) or NAPPY RASH (under 3 years) a pharmacist may be able to prescribe without the need to see a doctor. To access this service please call into the pharmacy and ask to speak to the pharmacist, with your child if they have the symptoms.

**MINOR INJURIES**

**Falmouth Hospital Minor Injuries Unit: For cuts, sprains, fractures, animal and insect bites, minor head and eye injuries and burns. Drop in service available 7 days a week from 8am to 8pm.**

**CAMBORNE/REDRUTH HOSPITAL:**

**NHS walk-in centre located between Camborne and Redruth at Barncoose Terrace TR15 3ER  
Open 7 days a week, from 8am to 10pm for anyone who needs to see a Doctor or Nurse.**

**NHS111**

**24 hours a day, 7 days a week service. 111 should be called if medical help or advice is needed fast but it's not a life-threatening emergency. If it's an emergency you should still phone 999.**

**A&E**

**Emergency Department available at Treliiske Hospital. Open 24/7 for life threatening emergencies only.**