

PENRYN SURGERY NEWSLETTER



During the Coronavirus situation, we have made frequent changes to the running of the surgery to ensure our patients and staff have remained as safe as possible.

We do appreciate your support and understanding during the last few months.

Always wear a face covering when visiting the surgery

In this season's newsletter we would like to tell you about some of the changes we've made and how many of our chronic illness clinics will look in future.

We are open for business and want our patients to feel confident that they can come to see us for either a GP or nurse appointment.

- We have installed clear screens at reception and ask you to adhere to social distance guidelines when checking in, queuing or sitting in our waiting rooms.
- If you have a temperature or a new continuous cough or loss of taste or smell, please do not come to the surgery for any reason. Use the NHS Online advice to find out how to get tested or call 119.
- Samples should be left in the main reception foyer in the box. Prescription requests and any paperwork should be posted through the letter-box on the outside to the left of the main doors. Please do not enter the surgery unnecessarily.
- All requests for a GP appointment will be booked for a telephone call back from the Doctor initially. The Doctor may invite you to meet them in a video consultation so it's important that you advise us of your mobile number. If the Doctor feels they should see you in person, they will tell you when to come in and where to wait. This may be to wait outside or in your car.
- When you enter the surgery it will be via the main entrance by reception. We provide hand gel and a supply of donated face coverings which patients can take if they have not worn their own. Our donated supply is low now and we expect to run out shortly, after which patients will need to bring their own.
- If you are asked to sit in the waiting room, you will be sitting at a distance from other patients and there will be very few people in the waiting room at the same time. You will be given a card to place on your seat after you leave it and the seat will be sanitised before being used by the next patient.
- The Doctor or nurse who sees you will be wearing full PPE including face mask, apron and gloves. This is to protect you and them from possible infection or cross contamination. All surfaces in the consulting rooms are thoroughly disinfected after each patient.
- Our practice nurses are seeing patients for certain tests and monitoring of long term conditions. Other chronic disease management is taking place via telephone appointment. If you have any concerns or questions about your long term conditions, please call to arrange a telephone consultation.



For the most to date information please follow our Facebook pages @PenrynSurgery and for university students @PenrynCampusHealth

Prescriptions

You may continue to order prescription online via the NHA App or SystmOnline. During the current situation we are accepting orders by telephone but please call our prescription desk at Penryn on 01326 371421 or your own surgery site for Mawnan Smith and Stithians patients. If you are dropping of a repeat counterfoil, please post it through the letterbox outside. Prescriptions will be sent to your nominated pharmacy electronically wherever possible and you may nominate a temporary pharmacy if you are away from the area by speaking to the prescription clerk.

You will not be able to order more medication than normal as stockpiling causes shortages for other patients.

Medicines Management during the COVID-19 pandemic has focussed on ensuring patients receive their medicines on time and on reducing the risk of virus transmission by avoiding non-essential encounters between patients and healthcare providers. There have been unprecedented 'out-of-stock' notifications for many medicines and the task to find a suitable alternative was not always straight forward. Overall it has been a challenging time and the Practice team have worked extremely hard to ensure no patients were left without their medication.

We looked at patients to see if suitable alternatives to, for example, vitamin B12 injections could reduce the risk of potential virus transmission. The majority of patients now take tablets rather than a 3 monthly injection. This reduces the risk to both the patient and the clinician. The coming months are going to prove equally challenging and we are looking forward to continuing to support all our patients

Minor Illness or Advice

Your local pharmacist may be able to help you with your minor ailment or illness, such as insect bites, cold and flu symptoms or mild skin conditions.

Hendra's pharmacies in Penryn are also able to provide treatment for urine infections, conjunctivitis, nappy rash and impetigo. If you are unsure or maybe even just need some advice then please contact your pharmacy first. If the pharmacist thinks you need to see a Doctor they will inform you.

'Think 111 First'

This is a county-wide initiative advising patients to always contact NHS 111 first, whether online or by phone, if they have an urgent – but not serious or life-threatening – medical need.

People using 111 will be referred or booked into the most-suitable place for treatment, as close to home as possible. That might be any of the area's urgent treatment centres, minor injury units, the nearest emergency department (ED) or the range of other urgent care services.

This will apply both to Cornwall residents and to anyone visiting the area.

Please DO NOT go to Minor Injury Units or A&E without calling or accessing 111 online first.

For life-threatening emergencies call 999.

Remember to update your practice with changes to mobile numbers and email addresses so we can keep in touch. We contact patients electronically wherever possible.



MONTHLY TRAINING

The Surgery closes on every first Friday of the month from 1pm—3pm for staff training.

The pharmacy and dispensary remain open but reception and incoming routine telephone calls will not be available during this time.

Upcoming Sessions :

Friday 7th August

Friday 4th September