



# Mevagissey Surgery

## Newsletter Summer 2011

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### Coming soon....

We are always looking for ways to improve our services to patients; therefore we have the following new initiatives on the horizon.

#### Updated Website

We are in the process of updating our website which will include the ability to book appointments and request medication via the internet.

'The Waiting Room' provides convenient 24 hour access to facilities previously available only by telephone or by visiting the surgery.

#### Dispensary System Upgrade

Dispensary will soon be having a new system installed which provides a fast, safe and efficient mechanism for product and patient selection. This will assist in enhancing the service we provide for our patients.

#### Digital Dictation

The doctors will soon be replacing dictation tapes with digital dictation. This will ensure referrals and letters reach our secretaries, Karen and Imogen much faster.

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### Staff News

Sadly Dr Clare Taylor our salaried GP left us at the end of April to take up a Partnership. Dr Emma Donaghy will be replacing her and starts work on Wednesday 25<sup>th</sup> May. She will be here Wednesday all day and Thursday afternoons.

### 'The White Paper'

The news has been carrying a lot of stories about Andrew Lansley's proposed changes for the NHS and how budgets are controlled from 2013.

The basic proposal is that GP surgeries become responsible for 'commissioning' services i.e. helping to construct how services work (informed by our experience with local patients) and paying for the services when they are used.

The 'plus' side is that in theory we can help make NHS services more responsive to local people and reduce costs at the same time.

The 'minus' side is that none of us really has that kind of experience – yet – and we will be relying quite heavily on staff from the Primary Care Trusts (PCTS) which are being disbanded! Also the proposals are being pushed through by government without being properly trialed and despite the fact that many doctors are not keen on them. There are some uncomfortable questions e.g. is it right that GPs commission services and then have to use them when they have to save money? That could be seen as a conflict of interest.

Anyway there are numerous meetings at all levels about how to navigate these changes – if they come to pass – and Mevagissey Surgery is now part of a small 'consortium' of St Austell Surgeries trying to get to grips with what is needed. The Government spin is that this means we are all delighted with the proposals.

*We can provide a large print version of our newsletter on request. If you would like one, please contact our receptionists.*

## Developing Doctors

We will be joined by Dr James McClure, a trainee GP, from early August. Dr McClure is a fully qualified doctor having spent a number of years working in hospitals. In order to become a fully qualified general practitioner, trainees need to spend a period of time working in a Training Practice.

Throughout their training they receive support and training from the Partners in preparation for a career in general practice. We would encourage you to see Dr McClure. On occasion, and with your approval, he may be accompanied by another doctor from the practice during your appointment.

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Dr T and his trusted dog Benji.

Dr Tiley is doing a sponsored walk in Yorkshire on June 4<sup>th</sup> to raise money for Oxfam. If anyone would like to support this charity there is a sponsorship sheet in the Surgery or you could donate online at

[www.justgiving.com/ChrisTiley68](http://www.justgiving.com/ChrisTiley68)

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### **Parking at the Surgery for extended hours**

If you have an appointment during the extended hours period i.e. appointments between 7am and 8am; and between 6.30pm and 8pm please feel free to use one of the Drs spaces directly in front of the surgery building. These spaces are free of charge during this period.

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### **DNA's**

If you are unable to attend your appointment please let us know! We always do our best to offer your unused appointment to another patient. The number of people not attending booked appointments remains high, in fact there were 99 missed appointments in April alone.

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## Training Sessions

The surgery closes for training twice a month between 1 & 3pm.

During these sessions the whole practice comes together to train in a wide range of subjects. We have recently received training from Parkinsons UK and our Local Security Management Specialist on Violence & Aggression.

We use this valuable time for team members to develop their own personal skills in order to help further develop the Practice and our service to you all.

We also hold multi disciplinary meetings during these sessions which help us to improve communications across a range of services including adult social care, mental health and the Macmillan team.

We are also involved in a new initiative which started in North Cornwall aimed at co-ordinating care more efficiently for patients suffering with Mental Health. The initiative consists of a monthly meeting involving community psychologists, psychiatrists and voluntary organisations.

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### **SURGERY HOURS:**

#### **Reception hours:**

Monday 8.30am -6.30pm  
Tuesday – Friday 8.00am – 6.30pm  
(phone lines open at 8.30)

Extended hours, by appointment only:  
One morning per week 7.00am – 8.00am  
One evening per week 6.30pm – 8.00pm

#### **Dispensary hours:**

Mon-Fri 9.00am to 6.00pm  
Telephone line 844234 (for queries only)  
11am to 1pm & 4pm to 6pm

**Repeat prescriptions and most medication can be collected from reception during reception opening hours.**

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**If you have any questions, comments or ideas relating to the Practice please contact:** Nikki Deakin, Practice Manager on 01726 843701 or by email [nicola.deakin@mevagissey.cornwall.nhs.uk](mailto:nicola.deakin@mevagissey.cornwall.nhs.uk)  
[www.mevagisseysurgery.co.uk](http://www.mevagisseysurgery.co.uk)