



Newsletter Winter 2012

PATIENT PARTICIPATION GROUP SURVEY

The practice has recently established a Patient Participation Group (PPG) which consists of patients willing to contribute some of their time to the development of the practice and its health services.

The PPG agreed that a patient survey was the best way to obtain current views on the services offered and ascertain whether any changes were necessary. The questions were drawn up by the Patient Group and it was agreed that they would be handed out to patients within the practice. Car parking and the lack of the awareness of services were the main priorities of the group; these aspects were incorporated into the survey as well as the ability to make an appointment; telephone access; internet booking; access and opening hours. A copy of the patient survey questionnaire can be found on the practice website or please ask at reception.

As a result of the patient survey the group have been dedicating their time to the issues with car parking.

The survey showed that patients find it easy to park, however several comments were made that it was extremely difficult during the summer months when the village has an influx of holiday makers. The surgery has previously contacted our local council and MP asking for designated spaces for patients attending the surgery. This request was denied therefore the group are keen to pursue this further with a petition and letters being written to the Local Council, MP and the Parish Council.

The survey also identified that patients were not aware of the vast range of services offered at the practice. We are in the process of obtaining a display screen for the waiting room which will provide a vast amount of information and will also be promoting individual services throughout the year.

The PPG is keen to ensure that it is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.

Application forms are available from the surgery if you would like to be considered .For more information please contact, Nikki Deakin, Practice Manager.

Flu Vaccinations

We are currently giving flu vaccinations, patients over 65 years of age, and those aged under 65 in a clinical risk group are strongly advised to have the vaccination. Please ring reception to make an appointment.





May we take this opportunity to wish all of our patients a Merry Christmas and a Happy and Healthy New Year!



Staff Update

We welcome back our salaried GP Dr Emma Donaghy who has returned from maternity leave after the birth of her daughter in August of last year. Dr Donaghy has clinics at the surgery on a Wednesday and Thursday afternoon.

We have wished a fond farewell to Dr James McClure who has been training with us for 12 months and we welcomed Dr Will Sankey, our new GP Registrar in August.

Dr Sankey is a fully qualified doctor having spent a number of years working in hospitals. In order to become a fully qualified general practitioner, registrars 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 the registrar. On occasion, and with your approval, Dr Sankey may be accompanied by another doctor from the practice during your appointment.

Due to some changes in our reception staff hours, Sally Lovell has recently been appointed and has joined our lovely team.

Our Team

Doctors

Dr Tom Hotton, Senior Partner
Dr Chris Tiley, Partner
Dr Sarah Keast, Partner
Dr Kathy James, Partner
Dr Emma Donaghy, Salaried GP
Dr Sanky, GP Registrar

Practice Manager

Nikki Deakin

Community Matron

Michelle Rowe

Reception & Admin Team

Kim Barham, Reception Manager
Karen Rowe, IT Co-Ordinator
Karen Jackman
Chris Rees
Maureen Marchington
Hannah Marshall
Imogen Luke
Lynn Dunn
Sally Lovell

Practice Nurses

Linda Ford
Sue Wilson
Pat James

Health Care Assistants

Maria Trevarton
Gillian Tull

Dispensary Team

Lizzie Watkins, Dispensary Manager
Deirdre Allen, Senior Dispenser
Maureen Marchington, Dispenser
Ruth Lane, Dispenser

Cleaning Team

Deanna Bonney
Emma Parr

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 evening per week 6.30pm – 8.00pm

Dispensary hours:

Mon-Fri
8.30am to 1.00pm Phone line 844234 open 11-1pm & 4-6pm
3.00pm to 6.00pm

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

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@mevaggissey.cornwall.nhs.uk