

NEWSLETTER

SUMMER 2013



Dr Hotton – Change of Hours

As from April 1st Dr Hotton will not be working Thursdays. If you wish to see Dr Hotton, or any other specific doctor of your choice, please be aware that you can book up to 3 weeks in advance or up to 4 weeks for the nurse or health care assistant.

Sad to see you go

After many years of working here at Mevagissey our practice nurse Sue Wilson is retiring at the end of June. Sue has been with Mevagissey surgery for an outstanding 25 years making her the longest serving current member of staff where she has given an extraordinary level of service over this time. Prior to this she worked at Penrice maternity unit as a midwife. Sue is a very experienced nurse, specialising in Diabetes and COPD but her passion always remained with the babies and young children taking great care in administering their baby vaccinations and looking after their general health needs, very few babies in the waiting room were unable to escape the attention of Sue every single one of them would get a cuddle! Sue is looking forward to spending more time with her husband and family and we all wish her a long and happy retirement.

Give yourself a birthday present.

We are trying to avoid calling people in repeatedly for different medical reasons; it is not an efficient use of time for either you or the Surgery! Instead we are recommending that people with long term medical conditions that need monitoring arrange to come and see us just once a year for a single, thorough check over to cover all your medical needs. If we do need to see you more frequently for monitoring purposes (e.g. for progress with diabetes) we can arrange that, but the number of letters and appointments required should be reduced especially for those of you with a number of medical problems. This plan should also result in a steady flow of Surgery appointments over the course of the year without 'bunching' which can block up access for others. Feel free to start using this 'birthday approach' as of now; if you have any questions or problems then please approach the reception team as usual.

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:

Monday-Friday
9am – 6pm Phone line 844234 open 11-1pm & 4-6pm

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

Online Repeat prescriptions

We are pleased to accept requests for repeat prescriptions online through the practice Website. Please logon with the e-mail address below

Prescriptions.Mevagissey@cornwall.nhs.uk

Commissioning

As of April, the control of local medical services passed from the PCT (Primary Care Trust) to the local 'Kernow Clinical Commissioning Group.' This group is largely run by GPs with some management support and it is fair to say that the majority of us were in favour of improving the existing services rather than a complete reconstruction of the health system.

Now that commissioning is upon us we are keen to organise the best pathways of care we can, taking your views into account wherever possible. The Surgery already has a small 'Patient Participation Group' to focus your feedback and get involved in some community activities. Please contact us if you have something to say or you would like to be involved with the group.

The challenge will be that as the average age rises, demands and costs (especially hospital admissions) are steadily increasing whilst the budget for health is static. This means that we will all have to think carefully about how Surgeries and the communities they serve will interact in future.

Now more than ever it is important to improve both quality and efficiency – a difficult task and one that might focus more on prevention of illness where possible.

Further reports to follow as the Commissioning Group beds in!

Have you noticed?

Over the recent weeks we have done a few subtle changes in and around the waiting room.



The surgery has now installed a waiting room display screen. This is a great source of information for patients to familiarise themselves with their surgery. We hope it will give you insight into the services that we can provide for you and inform you of any new developments within the practice.



The waiting room chairs have now all been replaced due to infection control regulations in the NHS. The seating area in the surgery waiting room must be of the material that can be kept clean easily to help reduce the spread of infection. You will see a lot of changes happening around the surgery regarding the new regulations of the infection control policy.

Practice closures for Training

Twice a month on either a Wednesday or Thursday the surgery closes between 1 and 3 pm this enables the practice staff to discuss any current surgery issues, in house training and also to invite guest speakers from other organisations that work closely with the NHS ie, infection control, Community Mental Health Team, Cornwall Drug and Alcohol Team etc.

The next booked training sessions are as follows:

Wednesday June 12th and 26th

Thursday July 11th and 25th

Wednesday August 7th and 21st

Thursday September 12th and 26th

Please see details of future dates in the surgery

Maternity Cover

Lizzie our Dispensary Manager is going on Maternity Leave in July. During this time the surgery have advertised for a temporary receptionist and dispenser to cover the period Lizzie is off. Best wishes to Lizzie and Lee on their forthcoming new arrival.

New Prescription Charge

As from the 1st April the prescription charge has increased to £7.85. If you have more than one prescription per month it may save you money by buying a Prescription Pre-payment Certificate. There is an option of purchasing a 3 month (£29.10) or a 12 month (£104.00) certificate. Please ask at the dispensary for more information.

Friends of the Surgery

In the last year with your help, the Friends of the Surgery have given the practice **£1780.18** to purchase much needed medical equipment. These include 2 spirometry machines, 1 tuning fork and a Doppler machine. Thank you for all your contributions and donations.

Contact us

If you have any questions, comments or ideas relating to the practice please contact Nikki Deakin Practice Manager on 01726 843701 or by e-mail nicola.deakin@mevagissey.cornwall.nhs.uk or write to Nikki at The Surgery, River Street, Mevagissey, Cornwall, PL26 6UE

Patient Participation Group

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