

# Mevagissey Surgery Newsletter

Autumn 2017



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## Hello and Goodbyes

### Nursing Team

Earlier this year we said goodbye to Sue Fellowes who unfortunately had to move back up country for family reasons.

Tracey Levy has joined the Nursing Team and will soon be our dedicated Diabetic Nurse. Tracy joins us from Treliske Hospital.

### Admin Team

We have said goodbye to Petula in June who sadly made the decision to leave the surgery due to personal circumstances.

Julia Jory will be joining the team from September. Julia is relocating from Somerset and has worked within a GP surgery for many years.

### Dispensary Team

We wished a sad goodbye to Didge who retired after many years of service to the Surgery and Mevagissey as a whole. This paved the way for Tracy Collins to join the team from Bodmin.

**Don't forget to book your flu jab! See page 2 for more details.**



**Appointment times**, Your appointment lasts **10** minutes. If you know that you need to see a doctor for more than one problem then please inform the receptionist of this when booking your appointment. There is a significant delay for other patients when the 10 minute time slot overruns. The Doctor/Nurse will do as much as they can in the time and sometimes may have to ask that other problems are dealt with in another separate appointment slot. This is to make sure proper care and attention is given to each problem that is raised.

**Telephone Triage** – If you require an emergency appointment on the day please ring the surgery appointment line. The reception team will take your details and ask for a brief description of the problem. This is so the duty Doctor can decide who needs to be seen the most urgently. If the Doctor feels you need to be seen you will be offered an appropriate appointment. There are times that your concerns can be dealt with over the phone without a physical assessment.

***If you are unable to attend an appointment please cancel it even if you remember at short notice as we can often fill it.***

**Flu vaccines** are now available so please call to make an appointment in one of our Flu clinics. The Pneumonia vaccine can be offered at the same time. If you are or you know someone who is housebound or unable to attend the surgery for their flu vaccine please let reception know and they will add them to a list for our practice nurse to visit at home.

**People who should have the flu vaccine:**

- 65 years old and over
- Chronic lung disease or Asthma Diabetes
- Chronic heart disease
- Chronic liver or kidney disease
- Lowered immunity
- Chronic neurological disease
- If you are pregnant
- If you look after someone who wouldn't be able to get by without your help
- Children over the age of six months with a long term health condition
- Children born between 1st September 2013 and 31 August 2015



**Missed Appointments** for August total the following:

**Nurses – 69 appointments amounting to 11 hours and 30 minutes**

**Doctors – 45 appointments amounting to 7 hours 30 minutes**



## **The Friends of the Surgery**

There is now a bookcase in the waiting room with books available to purchase. The guideline donation request is 50p for a paperback and £1 for a hardback. All monies raised will be given to the Friends for purchasing equipment for the surgery. If patient's wish to donate their own books these will always be gratefully received.



## **Dispensary Opening Times**

The dispensary are open during the following times:

**Monday 9am – 6pm**

**Tuesday 9am – 5pm**

**Wednesday 9am – 5pm**

**Thursday 9am – 5pm**

**Friday 9am – 6pm**

**The dispensary telephone line is open 10am – 11am and 3pm – 4pm Mon – Fri for patient queries.**

### **Dispensary do not accept repeat requests over the phone.**

Prescriptions and medications will be ready to collect after 48 hours. Recently our reception team have been taking an increased number of phone calls from patients checking if their prescription or medication is ready.

**Please note, the reception team are taking telephone calls from patients who are poorly and needing to see a Doctor. Checking for prescriptions or medications delays these patients from getting the help they need. Any queries regarding prescriptions or medication will be dealt with during the times noted above by Dispensary.**

Patients are still able to collect medication and prescriptions from the reception.

If you are a non-dispensing patient and find it difficult to collect your prescription during the Surgery's opening times, please pop in and speak to our dispensers who have different options available to you.

Boots in St. Austell have a courier service who collect prescriptions on a Monday, Wednesday and Friday. Day Lewis in St. Austell and Wheal Northey have a courier service who collect on a Tuesday and Thursday. Boots in Mevagissey collect prescriptions twice daily.

Alternatively, you can provide the Dispensary with a stamped addressed envelope and they will post your prescription to you once it is ready.

**Dispensary ask that only medication that is needed be requested. Unwanted medication costs the NHS around £300 million per year.**

If you have an exemption certificate you must renew it before the expiry date of your current certificate. If you do not and continue to collect medication without paying the NHS Prescription Service will recover unpaid charges and add an additional fine of **up to £100**.



**Car Park** The car park is owned by Cornwall Council and not Mevagissey Surgery. We have no input regarding prices or penalty notices. The spaces at the front of the surgery are for **staff only** and this applies even at weekends as the GP's sometimes come in to complete any paperwork.



**Minor Ailment Scheme** If you don't pay for your prescriptions, you may be able to use the NHS Minor Ailment Scheme to get advice and, when appropriate, free treatment for certain common illnesses without seeing a GP.

Charges will apply if you normally pay for your prescriptions. If you're exempt, for example people under 16 or over 60, then you won't pay for the medicine as this service is funded by the NHS.

If you want help dealing with a common illness such as a cold, cough or diarrhoea, you may be able to use the free NHS Minor Ailment Scheme at selected pharmacies, including some Boots pharmacies. Pharmacist will be able to offer advice and may be able to offer you medicines for a minor illness without you having to book an appointment to see your GP.

Illnesses supported within the scheme may differ between locations. Some illnesses covered include:

- Back-ache, sprains and strains
- Colds
- Conjunctivitis
- Constipation
- Coughs
- Diarrhoea
- Earache
- Haemorrhoids
- Hay fever
- Head lice
- Headache and fever
- Heartburn and indigestion
- Insect bites and stings
- Mild eczema and dermatitis
- Minor fungal skin infections
- Mouth ulcers
- Nappy rash
- Sore throat
- Teething
- Threadworm
- Thrush

