

Mevagissey Surgery Newsletter

Spring 2018



Contact Details:

The Surgery, River Street, Mevagissey, St Austell, PL26 6UE. Telephone 01726 843701, Fax 01726 842565, e-mail address letters.mevagissey@nhs.net or prescriptions.mevagissey@nhs.net

Hello and Goodbyes

Debbie Heslip has joined the practice as Assistant Practice Manager. Debbie comes to us from Portscatho Surgery. She has 2 young sons and enjoys keeping fit and cooking in her spare time.

Reception have said goodbye to Chris and Lynn who are both embarking on their retirement. In their place we have welcomed Gemma Hooley and Emma Hooper . We have also said goodbye to Imogen who decided it was time for a fresh challenge.

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.

Should you arrive late for your appointment, you may not be seen. **If you are more than 10 minutes late for a GP appointment and 5 minutes late for a Nurse appointment you will be required to rebook.**

Missed Appointments

for January total the following:

Nurses – 78 appointments amounting to 13 hours

Doctors – 25 appointments amounting to 4 hours 20 minutes

For February total the following:

Nurses — 71 appointments amounting to 11 hours and 50 minutes

Doctors — 19 appointments amounting to 3 hours and 10 minutes

For March total the following:

Nurses— 77 appointments amounting to 12 hours and 50 minutes

Doctors—37 appointments amounting to 6 hours and 10 minutes



Car Park The main car park is owned by Cornwall Council and set charges apply.

Please note, the GP parking spaces are soon to be monitored outside of surgery hours by an external company. Any unauthorised vehicle parked here during that time will be fined.



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**.



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

7 Ways To Get The Best From your GP in Collaboration with Mevagissey PPG



1 Do You Need To See A GP?

Pharmacists can help with Athlete's Foot, constipation, morning after pills, colds, coughs, aches and pains, blocked nose, stopping smoking, allergies, urine infections and healthy eating.

The Minor Injuries Unit at St. Austell Community Hospital can deal with any minor accidents that have occurred up to 3 weeks ago – falls, cut, grazes, eye problems, bites, wound infections or dressing changes needed at weekends.

999 must be called if you are concerned that you have a medical emergency for example sudden breathing problems or severe pains.

NHS 111 can offer advice if you have a health issue and are not sure where to go or who to ask to help.

2 If You Need A Routine GP Appointment

Try to avoid calling first thing in the morning, especially on a Monday, unless you need a home visit or have an urgent problem. It is quieter to call at the end of the day. Calls close at 6.30pm.

Be flexible with dates and times offered. You can be seen quicker if you give the receptionist more choice of when you can be seen and by whom.

3 Ask For A Home Visit

Only if the person needing a visit can't get to the surgery. A doctor can see at least 3 people in the surgery in the same time it takes to visit at home. Doctor's may ask you to bring the poorly person in to the surgery. This is partly because of the times but also there are all the equipment and it is easier for the Doctor to provide a thorough assessment in the surgery.

The Doctor of course will always visit anyone at home who is too ill to come in and needs to be seen.

Sometimes a Doctor will suggest calling an ambulance if they feel the person needs seeing before they can make it due to surgeries going on.

4 It Is Always Possible To Be Seen Quickly If Your Problem is Urgent

Often the Doctor's/Nurse/Receptionist may need more information from you to decide if it is urgent. Be prepared to discuss your problem with someone. Whoever you speak to will treat whatever you say in confidence so will not talk about your problem to anyone else unless it is the Doctor/Nurse dealing with your problem. If you feel you can't talk about it over the phone then it is fine to say this, but the Doctor/Nurse will need some information to be able to decide how soon you need to be seen.

5 If You Can't Make An Appointment You Have Booked

Cancel it. Even at the last minute if you remember as it may then be used for someone else.

6 Keep An Eye On Your Repeat Medications

Order in time so you do not run out. Doctor's waste time every day processing prescriptions that people have forgotten to order. The Pharmacy can help you order your medication for up to 6 months at a time.

7 More Than One Problem

Sometimes if you have a list of problems the Doctor may ask you to come back to discuss some of them. This is because there is only 10 minutes to do everything in an appointment and the Doctor wants to make sure that problems are all given enough time and care for a proper assessment. It may seem frustrating but the Doctor's prefer to be thorough and carefully think about your problems





Huge thank you especially to Dr Ashton, Nicola and Lizzie for going above and beyond during the snowy conditions in March. Dr Ashton travelled by train and taxi from Falmouth with her son and stayed locally overnight so the surgery could stay open. Nicola and Lizzie put in some very long hours due to the majority of staff living outside of Mevagissey. Maureen and Natalie also brought their children to work to ensure adequate cover. A big thank you also to every member of staff who fought their way in to work when the weather safely allowed. We are very lucky to have such a dedicated team!

**Nikki Harris
Practice Manager**