

**Incorporated in ordinary surgeries at St. Agnes and Mount Hawke
Surgeries are various special services:**

Minor Operations

The minor operations clinic is held every Friday afternoon at St. Agnes Surgery.

Medicals

Medicals are performed by all the doctors during surgery hours—please contact the surgery if you need to book a medical and explain to the receptionist the type of medical required.

Other services offered include:

- Diabetic reviews
- Asthma reviews / COPD reviews
- Contraception, IUD and implants
- Weight management
- Heart and blood pressure checks
- Well woman checks
- Minor surgery and joint / soft tissue injections
- Routine immunisations
- Travel advice / immunisation
- Learning disability check-ups
- Sexual health checks
- Young Peoples Clinic

St. Agnes & Mount Hawke Surgeries



Appointments: St. Agnes 01872 553881
Mount Hawke 01209 890999

Community Nurses: 01872 573878

Health Visitors: 01872 571212

www.stagnessurgery.co.uk

**ST. AGNES SURGERY
CLINIC TIMES**

Morning Clinics

Monday to Friday 8.30 am - 11.00 am

Afternoon Clinics

Monday to Friday 3.30 pm - 5.20 pm

On some days of the week appointments are available from 2.00 pm-4.00 pm

Extended Opening Hours:

St. Agnes Surgery offers extra appointments for people who are unable to attend the surgery during ordinary opening hours

These appointments can be pre-booked up to 8 weeks in advance of the day required.

Wednesdays 7.30 am - 8.00 am

Fridays 7.30 am - 8.00 am

The dispensary WILL NOT open during these extra hours.
There will be no nurse on duty

**MOUNT HAWKE SURGERY
CLINIC TIMES**

Open Mondays, Tuesdays, Thursdays and Fridays

Morning clinics only 8.30 am - 11.30 am

The Practice is Savvy Kernow Kite Marked

What is Savvy Kernow?

Savvy Kernow aims to establish a countywide service for young people which addresses the problems identified by national and local research which prohibit young people from accessing the services they need. The overall vision of this project is to change the culture of service delivery, empowering young people to develop a sense of trust and ownership leading to responsible, appropriate decision making.

We provide a confidential service for young people with sexual and other health issues.

This applies even if the patient is under 16. This service is completely confidential and you can be absolutely sure that anything discussed with any member of this practice—family doctor, nurse or receptionist—will remain confidential.

Only in exceptional circumstances, for example if the patient were in physical danger, we would possibly pass this information on to a third party and only after discussion with you.

Sarah-Jane Garland, Practice Nurse, holds a Young Persons Drop-in Clinic every Thursday 5.00 pm—5.30 pm.

GP Training

This is a training practice where qualified and often very experienced hospital doctors, who wish to pursue a career in general practice, are trained. Each registrar doctor is usually with us for 1 year.

From time to time medical students and student nurses are attached to the practice. You may be asked if they can sit in on your consultation.

Please do not hesitate to refuse this request if you do not wish them to be present.

Please note

The information in this leaflet is also available on our website:

www.stagnessurgery.co.uk

**It is also available in large print—
please request from reception**

**St. Agnes & Mount Hawke
Surgeries**

01872 553881 / 01209 890999



**St. Agnes & Mount Hawke
Surgeries
01872 553881 / 01209 890999**

Designed by Jayne Hibberd

RESULTS

Please contact the surgery AFTER 2.00 pm for results E.g. blood tests, x-rays, scans and smears. Results can only be given to the patient concerned.

PRACTICE REGISTRATION

Our practice covers St. Agnes and the surrounding areas including Mount Hawke, Porthtowan, Blackwater and Perranporth.

All new patients are placed on an individual GP list, however you do have the right to express a preference for a particular practitioner.

CHANGE OF PERSONAL DETAILS

Please let us know as soon as possible if you change details that the surgery needs to know, such as change of name, change of address, change of telephone number etc.

PATIENT INFORMATION

All members of staff have an obligation to safeguard the confidentiality of personal information. This is governed by law, their contracts of employment and professional codes of conduct. Written consent must always be obtained from the patient to divulge information to a third party. This will be kept on your medical records.

PATIENT and CARER INFORMATION

Verbal permission must be obtained from the patient and carer before divulging information documented in records. In certain cases, written consent should be obtained and must be filed in the patients notes.

FAMILY PLANNING

The doctors are all fully qualified to provide family planning services.

Dr Jane Naylor and Dr Eleanor Thorpe fit coils and implants.

The doctors do not undertake home deliveries.

Complaints

The doctors and staff will try to provide the best treatment for all patients at all times. If you have a complaint about the treatment you or someone you care for has received we provide a surgery based procedure.

If you have a complaint, please ask to see the Practice Manager, one of the doctors or ask for a complaints leaflet at reception, which will explain our complaints procedure.

We welcome any suggestions as to how we can improve the services we offer. There is also a suggestions box in the waiting room which is checked daily.

Zero Tolerance

Unacceptable behaviour that causes harm or fear of harm to any person or persons within the surgery, it's car parking area and grounds, will not be tolerated.

Practice procedures following an incident of violence or aggressive behaviour are:

- To review the incident with the practice partners in order to determine severity
- To take no further action as the matter has been sufficiently dealt with by the advice already given
- To decide if a written warning should be given
- To determine if the patient should be removed from the practice list forthwith

CHAPERONE POLICY

The doctors and nurses frequently need to perform intimate examinations, for example breast, rectum and genital areas. They also need to get very close to you to examine your eyes.

The doctor or nurse will explain to you the examination and why it is necessary. It is common to feel uncomfortable and embarrassed during these examinations, however if you are uncertain about the examination or you would prefer not to have a particular examination please say so and we will try to offer an alternative.

A chaperone is a witness to a medical examination and they will take several roles. They can be moral support to you and provide a witness to the appropriateness of the examination for both parties.

Our reception and nursing staff are available to chaperone should you, or the doctor/nurse, prefer. In some situations E.g. a male practitioner examining a female patient, we would specifically offer one.

We are prepared to chaperone any situation should you wish.

There may be occasions where we are short staffed and unable to offer a chaperone there and then. In this instance the appointment could be re-arranged.

If at any stage you are uncomfortable during this type of examination, or wish to stop the examination, please tell the examiner immediately.

OUT OF HOURS EMERGENCIES

The practice is a member of Cornwall Health Out of Hours Service, a co-operative of doctors who cover emergency services outside of working hours.

If a medical emergency arises out of hours, please telephone NHS 111 (by dialling 111).

All calls to the out of hours service are strictly confidential.

HOME VISITS

Please make requests for home visits only when the patient, through illness, is unable to attend the surgery.

Where possible please contact the surgery before 11.00 am and give some indication of the problem to the receptionist so that the doctor can plan the visits. It is not usually possible to request a specific doctor for a home visit. Visits are usually undertaken after morning surgery.

DISPENSING

We are a dispensing practice and dispense drugs for patients who live in rural areas and for patients who live further than 1 mile from a chemist. Patients may take a prescription to a town chemist if they wish.

PRESCRIPTIONS

If you are on regular medication, the doctor will provide you with a computerised repeat prescription form. Repeat prescriptions are given for 28 days' treatment at a time. They are ready to collect 2 working days after ordering. We do not accept prescription requests over the phone.

To obtain a repeat prescription please clearly indicate which drugs you require and / or:

- Post or hand in your repeat prescription form to the surgery
- Fax your request to 01872 553885
- Send your request via the surgery website: www.stagnessurgery.co.uk

***THE DISPENSARY IS CLOSED 1pm - 2pm DAILY
and ALL DAY SATURDAY***

We accept all major credit and debit cards at St. Agnes Surgery

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St. Agnes Surgery
Pengarth Road
St. Agnes
Cornwall
TR5 0TN
01872 553881

Opening times:
Monday—Friday
8.30 am—6.30 pm

Mount Hawke Surgery
Shortcross Road
Mount Hawke
Truro
Cornwall TR4 8UE
01209 890999

Opening times:
Mon / Tues / Thurs/ Fri
8.30 am—12.30 pm

THE PRACTICE TEAM

Practice Manager	Ms E Thierens
Assistant to Practice Manager	Mrs T King
Secretary	Mrs J Hibberd/ Mrs S Wills
Administrator	Mrs C Hart

Doctors

Dr Neil Henderson	MBChB
Dr Christopher Whitworth	MBBS BSC MRCP
Dr Jane Naylor	BmedSci BMBS MRCP
Dr Robert White	BSc (Hons) MBBS MRCP DRCOG DFFP
Dr Eleanor Thorpe	MBChB MRCP DCH
Dr Pallav Verma	MRCP MB BS BSc AICSM
Dr Bridgitte Wesson	Mb ChB MRCP MRCP Hons

Practice Nurses

Dominique Roberts	RN RCNT
Sarah-Jane Garland	RN Dip Asthma Dip Family Planning
Deborah Firth	RN RM
Sian Wooldridge	RN

Assistant Practitioner

Marie Sanderson

Health Care Assistants

Alison Julian & Amy Toone

Dispensary Staff

The dispensers are in charge of their department and any queries regarding dispensing should be directed to them.

Reception Staff

Our receptionists perform both clerical and some dispensing duties. They are fully trained and attend regular courses to keep their skills up to date.

Health Visitor: The Health Visitor is based at Perranporth and can be contacted on 01872 571212.

Community Nurses: The Community Nurses are based at Perranporth and can be contacted on 01872 573878

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Appointments

ALL CONSULTATIONS ARE BY APPOINTMENT ONLY

The surgery operates a system which books appointments at 10 minute intervals. Appointments can be made at the surgery or by telephone.

The first available appointment may not be with the doctor, the time or the surgery of your choice, so you may choose to book a later appointment that is more convenient.

SOME APPOINTMENTS CAN BE PRE-BOOKED UP TO 8 WEEKS IN ADVANCE WITH THE DOCTOR OF YOUR CHOICE —

all other appointments are only available on the day that you phone the surgery, but not necessarily with the doctor of your choice, and often it is not possible to book with the doctor of your choice.

You may choose to see any doctor in the practice, however it is probably better to try and see the same doctor during one episode of illness.

If you are unable to keep an appointment, please inform the surgery as soon as possible.

We never refuse to see urgent cases. These will normally be fitted in at the end of surgery.

The nurses are available **by appointment only** for dressings, removal of sutures, ear syringing, vaccinations, chronic disease monitoring, sexual health, and advice.

You are also able to book a restricted number of appointments via our website.

Telephone Availability

The practice values telephone consultations. When you make a request to speak to a doctor the receptionist will:

- Take your details including name, date of birth, telephone number and a brief explanation of the problem
- If the request is urgent, the call will be transferred to the duty doctor
- If the request is non-urgent, the details will be taken and passed on to the doctor or nurse for their attention after surgery

USEFUL CONTACTS

St. Agnes Surgery	Phone	01872 553881
	Fax	01872 553885
	Website	www.stagnessurgery.co.uk
Mount Hawke Surgery	Phone	01209 890999
	Fax	01209 891721
Treliske Hospital (Truro)		01872 250000
Camborne/Redruth Hospital		01209 881688
Newquay Hospital		01637 893600
St. Michaels Hospital (Hayle)		01736 753234
Derriford Hospital (Plymouth)		0845 1558155
West Cornwall Hospital (Penzance)		01736 362382
Treliske X-ray Department		01872 253172
Camborne/Redruth X-ray Department		01209 881725
Centre for Healthy Living (Perranporth)		01872 573809
Community Nurses		01872 573878
Community Midwives		0800 525900 or 01872 575093
Health Visitor		01872 571212
NHS 111 (Access to Out of Hours Services)		111
Dental Helpline NHS (Cornwall)		01872 354375
TAPS Transport Service		01872 223388
PALS (Patient Advice & Liaison Service)		0845 170 8000
SEAP Complaints Advocacy		0330 440 9000

PRACTICE CHARTER

Our responsibility to you

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitation of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your preferred doctor whenever possible
- You will be informed if there is a delay of more than 20 minutes for your appointment
- Your repeat prescription will be available for collection within 2 working days of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaints dealt with quickly

PRACTICE CHARTER

Your responsibility to us

- To treat all staff politely and with respect
- To attend appointments on time
- To give the practice adequate notice of any cancellation—remember someone else may be grateful for your appointment
- Do not ask for information about anyone other than yourself
- To tell us of any change of name, address or telephone number so we hold accurate information on our records
- Only request an urgent appointment if absolutely necessary. Home visits should only be requested if you are too ill to attend the surgery
- To allow sufficient time for consultant letters or test results to reach us
- To allow 2 working days for repeat prescriptions to be ready
- To let us know whenever you feel we may not have met our responsibility to you. (Of course we would always be pleased to hear if you feel praise is due).