

PORT ISAAC POST

www.portisaacpractice.co.uk

Service/appointment adjustments from 3rd June 2019

General practice across the country is facing unprecedented challenges in workforce recruitment with increasing complexity and demand for primary care. Changes in workforce at a national and local level have an impact on the way primary care is run. Following recent changes in clinical staffing at Port Isaac Surgery, we have undertaken a review of how we can continue to deliver services to our patients in a safe, sustainable way.

The practice will be moving to a new model of providing care, adopting systems widely used across the country. The aim is to ensure that we are able to provide efficient care tailored to our patient's different needs. For example, urgent and acute illnesses compared to routine, long term care and follow up.

Main Points:

Care will be provided using a range of clinicians including:

- o Doctor
- o Nurses
- o Pharmacists
- o Specialist paramedics

Reception Team:

- o Have been trained in ensuring that patients see the right person at the right time
- o Rely on information provided by patients to facilitate this
- o Where this information is not available, we will be unable to ascertain what appointment type is required and will offer the next available routine appointment

Routine Appointments:

- o Still be available to be booked in advance (up to two weeks)
- o Will be either face to face or by telephone, at a time and location that is convenient
- o Patients with very specific requirements may find they need to wait longer before a suitable appointment becomes available

Urgent care requiring on the day assessment:

- o Will be under the care of an acute clinician
- o May be dealt with over the phone, or at one of our surgeries
- o We may not be able to offer a choice of clinician or surgery site

Appointment Booking:

- o To ensure fair and equitable access to booking appointments, we will no longer be able to take bookings at the reception desk
- o All appointments will need to be booked over the phone or online, and we will be improving access and accessibility to booking appointments in this way

The improvements to our service that are outlined above are aimed at ensuring a safe and sustainable future for Port Isaac Surgery and our patients. We strive to provide a modern, efficient primary care service.

Meet Our Social Prescriber:

I'm Emma Wherry, I am the new Social Prescriber for the Port Isaac Surgery.

What does that mean? Social Prescribing is a non-medical advice programme for anyone concerned about anything from lifestyle, mental health, wellbeing, loneliness and anxiety to getting back into employment.

I will try and help you by linking you with support groups or activities in your local area which can benefit you and your family.

These tools will give you the confidence and help to make positive changes in your day to day life.

About me: Many of you might recognise my name from the years I spent as the Wadebridge area reporter for the Cornish Guardian. It was a wonderful job and has given me insight to a lot of things and helped me to meet many lovely people who shared their stories and experiences with me.

For the last 18 months I have been working for Concern Wadebridge, this is an independent charity that helps people in the local area and has a community centre at Southern Way called the Betjeman Centre that is open to everyone.

We provide a huge array of services from support groups (including Dementia, Parkinson's, Stroke, Cornwall Hospice Care, Breastfeeding and COPD), lots of activities from chair based exercise to Zumba, Pilates, table tennis, indoor boules to singing and dancing. The centre is a lovely warm and inviting place for people to use for activities or to meet friends, old & new, for a cuppa.

We also have a community café which serves everything from homemade cake to cooked lunches.

The charity also hires mobility scooters and wheelchairs to anyone in need whether you have short time illness like a broken your leg or have a long-term disability, we have 3 community minibuses and we also run a volunteer car service to help people get to medical appointments.

This job has helped me to work closely with the local community and learn a lot about the support and help available to people. It is very rewarding and now with the Social Prescribing sessions I hope to bring this knowledge to the surgery to help other people.



ONLINE ACCESS

You can book your appointment or order your repeat prescription online using the Patient Access App.

To use EMIS Patient Access you will need a Practice ID number and Access ID number which is obtained from the practice reception.

Please call 01208 880222 for further details on how to register.

Patient
access

Set up your online
patient services today



PORT ISAAC PRACTICE WEBSITE

Our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you will also find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations. You can also subscribe to receive this newsletter automatically by registering online www.portisaacpractice.co.uk

