



Carnon Downs Surgery

NEWS FROM THE SURGERY

STAFF NEWS – FOND FAREWELLS

At the end of March the team bid a fond farewell to Dr Simpson and Jackie our nurse. We had an excellent fun filled night learning how to dance like Latin American divas! The Princess Pavilion in Falmouth were wonderful hosts and we enjoyed music, speeches and a lovely buffet to celebrate the wonderful service both of these ladies have given to the NHS and our patients.

Many patients had donated towards a gift - below is a picture of the necklace we bought Jackie along with some spending money to treat herself as she embarks on her European adventure. Dr Simpson has her last day tomorrow and the partners, team and patients all clubbed together so she can have a break away to relax and unwind.

Thank you to both of these stars for their experience, compassion, care and professionalism over all these years - you will be sorely missed by everyone!



UPDATE ON APPOINTMENTS

We hope you enjoyed the Bank Holidays in May and the wonderful Coronation weekend and that you stayed well over the long weekends. You may need to see a GP while we are closed – please do not wait if you are unwell. There is an out of hours service that will arrange for you to see a GP where necessary. Call 111 or go online to <https://111.nhs.uk/>.

We understand that sometimes our patients are frustrated with potential delays in accessing our services - but we want you to know we are doing the best we can with current resources. Appointments are not limitless and this is currently the situation across many GP service providers in the county. Specifically, at Carnon Downs, we have had some big changes, 2 GPs and Jackie our nurse recently left in February and March, but we have been extremely lucky with the wonderful locums we have secured for some of the eight GP sessions missing each week- for them we are extremely grateful.

We are looking forward to our new GP Dr Luke Waldron joining the team, and Dave White our Paramedic will also be doing extra sessions, both starting at the beginning of May. In addition to this Dr Elizabeth Hodgkiss our new GP Registrar will be starting later in the summer so our capacity will certainly be increased over the next few months. It is a challenging time across the NHS at the moment but we are all in it together. We really care about our patient community so a big ♥ thank you to you, our patients, for being kind and supportive over these changes. We'd also like to say thank you to our reception team who handle the hundreds of calls, sometimes difficult, every day. We feel there is light ahead and remain positive and optimistic that we can be the best for our patients here at Carnon Downs Surgery.



LONG TERM CONDITION REVIEWS

If you have a Long-Term Condition (LTC) you may remember the nurses like to review you during the month of your birthday. We also have our new blood pressure machine which patients can use to measure their 6 monthly interim blood pressure reading.

You might also receive a message from the surgery to supply us with a current up to date reading, so come to the foyer and if you need help with the machine just ask one of the team.

STAFF TRAINING - THURSDAY R AND 25 MAY 2023

The surgery will be closed on the above dates for staff training between 12.30 and 2.00pm. If you need urgent medical advice during this time, call 01872 863221 and you will be transferred to our Out of Hours Message handler. The dispensary will be closed for collection of medication between 12 noon and 2.30pm.

NEW PRESCRIPTION CHARGES



Prescription (per item): £9.65
3-month prepayment certificate (PPC): £31.25
12-month prepayment certificate (PPC): £111.60

If you have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. Telephone advice and order line for PPC 0300 330 1341



ON HRT AND PAY FOR PRESCRIPTIONS?



From 1 April 2023, women prescribed HRT will have access to a new scheme enabling them to purchase a yearly HRT-only pre-payment certificate (PPC) for the cost of 2 single prescription charges (as of April 2023 £19.30).

It can be used against a [list of HRT prescription](#) items, and there will be no limit to how many times the certificate can be used while it is valid.

Women will need to apply for the PPC through the NHS Business Services Authority or in person at a pharmacy registered to sell PPCs. Once it has been granted, it will be available for use immediately.

The HRT PPC is in addition to the existing help with prescription charges, including the 3 and 12 month PPCs.

For people who need multiple medicines, the existing PPCs may remain a more cost-effective method of paying for prescriptions. Telephone advice and order line for PPC 0300 330 1341

<https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc>

CONTACT NUMBERS

Main Reception Telephone: 01872 863221

Open 8.30am - 6.15 pm Mon to Fri www.carnondownssurgery.co.uk

If the front desk is unattended, or there may be a skeleton staff on duty after 5.00pm for the collection of medication, please use the bell located at the front desk to alert the team.