

Home Visits

We understand that we have patients that are housebound and unable to come in to the Surgery for an appointment. However, in order for our clinicians to plan their days to ensure that they meet the needs of all patients, please could we kindly ask that should you require a visit that you contact the Surgery **before**

Telephone Consultations

To improve continuity of care we have introduced telephone consultations, which means that you can receive a call back from a clinician at an allocated time. Should you have an issue that you feel could be managed over the telephone with a clinician that you regularly see, please contact our Reception Team who will be happy to book you in. Please note these slots are for **ROUTINE** matters only; if

Christmas and New Year

Please note that the Surgery will be closed on the following dates over the festive period: fol-

Wednesday 25th December 2019

Thursday 26th December 2019

Wednesday 1st January 2020

If you do need to see a doctor when we are closed an emergency general practice service is provided by NHS and can be accessed by calling 111.

The 'Out of Hours' services are generally very busy so please think carefully before asking to see a doctor and only do so if you



Mount Hawke Surgery
Shortcross Road
Mount Hawke
Truro
Cornwall
TR4 8UE
Telephone: 01209 890999
Fax: 01209 891721

St Agnes Surgery
Pengarth Road
St Agnes
Cornwall
TR5 0TN
Telephone: 01872 553881
Fax: 0187 553885



ST. AGNES SURGERY

OCTOBER 2019

Happy Halloween...

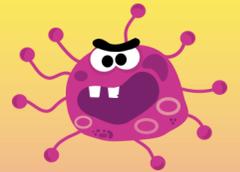


Winter Flu Campaign

Our winter flu campaign is now well underway and we would like to reassure all of our patients that we are adhering to NHS guidance by offering two separate vaccines; one for those that are over the age of 65 and one for those that are under the age of 65.

A flu vaccine is available free on the NHS for the following groups:

- Anyone aged over the age of 65
- Pregnant Women
- Children and adults with an underlying health condition such as Diabetes, Respiratory Disease, Heart Disease, Kidney Disease and Liver Disease
- Children and adults with weakened immune systems
- Registered Carers
- Children aged 2 or 3 years old on the 31.08.2019



Our flu clinics are running throughout October and November and if you are entitled to a vaccine and have not yet booked to have it, please do contact us to book an appointment.

Stop Smoking Clinics

We are pleased to announce that we are now working in partnership with Healthy Cornwall to provide stop smoking clinics at the Surgery. These clinics are carried out by a Stop Smoking Advisor from Healthy Cornwall and are held fortnightly on Friday mornings.

If you are interested in stopping smoking and would like further advice regarding this, please do contact the Surgery to book an initial appointment.

Community Friendship Cafe

Loss, grief and beyond...

This is a new service that is due to commence in January 2020 and will be held on every third Tuesday of each month from 2pm until 4pm at St Michael's Church Hall in Perranporth. The service is having a launch day at the same venue on the 26th November 2019 from 2pm until 5pm where more information about the service will be provided; please feel to pop along.

The aim of this service is to provide a drop-in space for:



- Conversations
- Support and Information
- Tea and Cake
- A quiet space
- Wellbeing workshops



Finding Yourself Again...wellbeing group for Mums

These groups are NHS funded and provided by Outlook South West. The groups provide mums with a relaxed and supportive environment and introduce ways to:



- Lighten your mood
- Get on top of your worries
- Manage sleep
- Build confidence and self esteem
- And find yourself again.

These groups are open to mums with a child under three and are free to attend. They run for two hours a week and last for a period of five weeks. If you are interested in participating please call (01208) 871905 or visit www.outlooksw.co.uk. Alternatively, you can self refer yourself to Outlook South West via their website and completing the online registration/referral form using the following link:

<https://www.outlooksw.co.uk/finding-yourself-again>

Community Navigator

Nikki Kelly is our new community navigator working across St Agnes, Chacewater and Perranporth. Nikki is essential to providing a link between patients and their GP Surgeries to support their wellbeing. Nikki is also able to collaborate with local organisations within these areas to help provide support, promote services and events and work with General Practice and the community to ensure that local wellbeing needs are met.

Any one in the community can sign post to Nikki. Furthermore, Nikki is able to visit people in their own homes to have guided discussions related to their health and wellbeing, or have a conversation to see what people want or need and how any barriers can be overcome should they exist.

Nikki can be contacted using the details below, or you can contact our Reception Team who will be able to provide further information regarding a referral.

Email: Nichola.Kelly@nhs.net



Have you signed up to 'The Waiting Room' yet?

Registering for access to online services can allow you to order prescriptions, book appointments and view parts of your care record online. Utilising this service often proves more convenient for patients as it enables access to certain services when the Practice is closed or when patients find it difficult to contact us during normal working hours. For more information please visit our

Prescriptions

Please can we remind all of our patients that prescriptions will be ready for collection **three full working days** after ordering (weekends and bank holidays not included).

