

ST AGNES SURGERY NEWS LETTER

November 2013



Drug Wastage

Unused prescription medicines cost the NHS an estimated £300 million each year.

Patients request repeat prescriptions each month, but no longer need them or choose not to take their medication. We sometimes have carrier bags full of medicines returned to us which we are not allowed to re-use and they go to waste. Even if you never open them, once you leave the premises, your medicines cannot be recycled or used by anyone else. Most returned medication has never been opened, but patients still keep requesting them.

Some studies have shown that 30% of patients do not take their medication. Please do tell us so we can try and stop this dreadful waste. You will not be penalised for letting us know. The doctor may discuss with you the reasons for not taking it but will respect your decision and tailor your care to your needs.

Before requesting any medication please consider the following:

- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicine, please don't order it. If you need the medicine in the future you can still request it
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag
- Please also remember that your medicines are prescribed only for you, it is not safe to share them with anyone else

We are arranging another medication 'amnesty' where patients can return any drugs they have lying around and will not be taking - completely anonymously.

Staffing

We look forward to Dr Anita van Rooyen returning from her travels on Monday 6th January 2014. It will mean we are losing Dr Pallav Verma who has been with us for a year covering Dr Van Rooyen's absence. He will be missed by staff and patients alike. Hopefully he will be able to continue working as a locum as and when necessary.

Although the community nurses are not employed directly by the practice, the team looking after our patients has been with us for a long time and there have been big changes in the past couple of months. Five of the community nurses have left for various different posts and they will be greatly missed.

CQC

All GP surgeries have to be registered with the Care Quality Commission, the same as nursing homes and dentists. We are very happy to announce we have had our inspection and passed with flying colours. The full report is available on the CQC website <http://www.cqc.org.uk/>.

Immunisation Updates



FLU

The flu clinics have been a great success and we have now sent a reminder letter all those patients with chronic diseases such as asthma, diabetes, heart failure, kidney disease. We are still running clinics on an ad hoc basis, so please just phone to make an appointment. Please remember that children aged 2 and 3 and pregnant women are also advised to have a flu jab.

SHINGLES

The shingles vaccination programme for patients aged 70 and 79 is now up and running and eligible patients have been invited to make an appointment. It is slightly confusing because only patients of these exact ages are eligible.

ROTAVIRUS

The rotavirus vaccination has been added to the childhood immunisations and is now being given at 8 week and 12 weeks.

Appointments

On-line appointments are now available for both St Agnes and Mount Hawke. Patients will have the opportunity to book an appointment four weeks in advance. There are two appointments made available per doctor per day. You will need an email address and register for this service.

We cannot stress often enough that our patients are able to book routine appointments up to four weeks in advance. We do realise that even with this facility it is not always possible to book the doctor of choice, due to holidays etc. We also **offer early morning appointment at 7.30 am and 7.45 on Wednesdays and Fridays**. These appointments are specifically offered to enable working patients to see the doctor without having to take time off.

Please do phone the surgery to let us know if you are unable to attend an appointment. As an example during September and October **178 patients** failed to attend their doctor appointment and **219 patients** failed to attend their nurse appointment. This obviously wastes everyone's time, but more importantly, it means that patients have to wait longer to book an appointment.



Christmas Closing Times

We will close at 4.00 pm on Christmas Eve – Tuesday 24th December and open again on Friday 27th December with normal opening times. The surgery will also be closed on Wednesday 1st January 2014. Should you need urgent medical attention at any time while we are closed, please phone the normal surgery number and your call will be forwarded to the out of hours service.



Opening 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

Not all patients are aware of our early morning clinics:

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 4 weeks in advance of the day required.

Wednesdays 7.30 am - 8.00 am

Fridays 7.30 am - 8.00 am

Services

St Agnes Surgery offers a wide range of services to our patients:

Asthma Reviews

Diabetic Reviews

Learning Disability Reviews

Child Health checks

COPD

Dementia

Immunisations

Health Checks

Travel Clinic

Maternity Care

Contraceptive Care including coil fitting and Implants

Smears

Minor surgery

Minor injury

Stop Smoking

Ear microscopy (see explanation below)

Nasendoscopy (see explanation below)

The use of an ear microscope gives the best visualization of the ear canal and the ear drum. Apart from examining the ear canal and the ear drum, the microscope can also help removing any ear wax, foreign body or infective material like pus.

A nasendoscopy is the examination of the nose and upper airways by the use of a small flexible tube (endoscope) that allows a doctor to examine the lining of these areas. The examination examines the nose (nasal cavity), the back of the nasal cavity, the back of the mouth and tongue and upper part of the voice box.



Minor Injuries

It is worth while emphasizing the minor injury service we offer. We deal with many minor injuries, which saves a trip to the Minor Injuries Unit. Obviously there will be times when time constraints or available clinical personnel will not permit this, but we will deal with a wide range of injuries:

- Cuts, lacerations, abrasions
- Simple local infections
- Cellulitis
- Animal and human bites
- Insect bites and stings
- Removal of foreign bodies
- Soft tissue injuries
- Minor Head Injuries
- Burns
- Bruises due to trauma
- Eye injuries

Please **do not** go to the Accident and Emergency Department for this type of injury. If the practice cannot deal with it there are dedicated Minor Injury Units at various locations, the nearest being:

Camborne and Redruth Community Hospital (01209 881650) - 8am to 10pm every day

Falmouth Hospital (01326 434739) - 8am to 8pm every day

Newquay Hospital (01637 893623) - 8am to 10pm every day and open 24-hours on Fridays and Saturdays during July and August

Out of Hours please ring Serco (on the surgery number) in the first instance.