

# **ST AGNES SURGERY NEWS LETTER**

## **March 2013**



### **NHS News**

We are heading towards a huge change in the running of the NHS with GPs now holding the bulk of the NHS budget. We are now part of a Cornwall wide consortium and will be responsible for commissioning patient care. We do not anticipate that our patients will notice any difference in the service we provide, though there will be providers from the private sector offering services which traditionally have been provided exclusively by the NHS. The Government is concentrating on long-term conditions and there health checks available will be offered to patients aged between 40 and 74. The NHS is also aiming to improve the health care of patients with dementia and using technology as a tool improve patient access.

### **Surgery News**

#### **Staffing**

We welcome a new member of the reception staff, Francesca, who joined us in January and will be working mainly in the evenings.

Congratulations to Sarah-Jane Garland who has been successful in obtaining her diploma in asthma care and will be taking on asthma patients alongside Wendy Bucknole.

Congratulations also to Sian Wooldrige. She is working for us at present as a health care assistant, being a nurse who had let her registration lapse while she brought up her family. She has successfully completed her refresher course and is once again a fully fledged nurse. Dominique Roberts has requested a reduction in her hours from June. Two of our nurses have chosen to take this route as a run-down to retirement and it was agreed with a feeling of gratitude they chose to stay for the time being! Sian is luckily able to pick up these hours and will be starting her nursing hours with us

from 1<sup>st</sup> July. We will be recruiting a health care assistant in the near future to replace her existing post.

### **Friends of St Agnes Surgery**

The Friends were set up in 2003 at the instigation of the late Mr Melville Luke and since then they have worked tirelessly to raise funds for practice equipment. To date the astounding sum of £46,000 has been raised and numerous items of equipment have been bought for the benefit of our patients. We are most grateful for their efforts and the equipment purchased.

### **Thanks**

We would also like to thank the late Mr Douglas Mitchell who kindly made a donation to be used in the practice and we decided to buy a wonderful play cube for our younger visitors. It is deemed a great success by them, though I am not sure we appreciated when we ordered it that there were sound effects!

We would also like to thank the Rugby Club who donated £1000. We are looking into buying a bike shelter to benefit both energetic patients and members of staff who appreciate a dry saddle.

### **Website**

We have changed over our website to the same provider of our clinical system. This is to streamline the services and keep everything under one roof. We appreciate that there have been quite a few teething problems and have been endeavouring to get these sorted as quickly as possible.

Patients expressed concern that they could not order acute drugs, this issue is now resolved. Also some of the patients were not happy with having to have a separate email address for each member of their family requesting repeat medication. The reason for this is patient confidentiality and it is the most secure way of requesting prescriptions on-line. The email addresses only need to be used to obtain drugs and not used for anything else or made public. Concern was expressed about giving children email addresses, but the address could simply be your own with just an added initial or number to identify a child, known only to you. We cannot see the email addresses when the request comes in, all we see is the patient computer number.

### **Patient Participation Group**

The Patient Participation Group has kindly carried about a questionnaire and we have endeavoured to act on the suggestions made. The newsletter is one of them. We have also now installed automated doors both at St Agnes and Mount Hawke and are looking into telephone consultations.

## Appointments

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 on Wednesdays and Fridays**. These appointments are specifically offered to enable working patients to see the doctor without having to take time off.



### Opening Times

Not all patients are aware of our early morning clinics:

#### 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 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  
Immunisations  
Travel Clinic  
Maternity Care  
Contraceptive Care including coil fitting and Implanon  
Smears  
Minor surgery  
Minor injury  
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 will deal with any minor injuries we are able to, 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.**