

Welcome to the spring edition of the Practice Newsletter – everything that you need to know to keep you healthy and happy!

CHANGES TO PRESCRIPTIONS FROM 1 APRIL 2019 – NO IT'S NOT AN APRIL FOOL!

We will be making some changes to the way that prescription requests are handled in order that we are better able to manage the growing demand. We will no longer have a public-facing prescriptions desk at reception and there will no longer be the facility for patients to directly phone the Prescriptions Team. Please also remember to allow **two working days** for us to process your prescriptions request. Emergency requests should be made to your chemist, who is able to supply up to 5 days supply if necessary.

- The best way to manage your prescription requests is through your regular chemist or via our website: www.manorsurgery.co.uk
- You can manage your prescriptions using our online service 'The Waiting Room'. **To sign up please first bring photographic ID to our reception desk** (open 8am – 12.30 and 2pm – 6.30 daily)
- If the prescription required for a new problem of one you've had before but not regularly, you can send a message to your GP using **eConsult** on our website.
- Alternatively you can post your request to the practice, pop it in the box at the bottom of our steps or hand in a written request at reception.
- Please be aware the general practice staff and receptionists are not able to help with prescriptions advice but they can provide a pen and prescription order form.

HELP US TO HELP YOU BETTER

In order to make best use of all our appointments, our trained staff will ask important questions under the direction of the doctors to ensure your needs are best met. As a result you may spend longer talking to the staff in order that you are directed to the right member of our team, which consists of:

- Experienced doctors who oversee all the care and advice provided to patients
- A Nurse Practitioner who directly supports the doctors
- Specialist Practice Nurses who care for patients with a chronic conditions
- A Paramedic who is trained to care for patients with acute minor illness
- Practice Nurses who help with disease prevention
- Healthcare Assistants who can help with routine tests and examinations
- Phlebotomists who take bloods for testing
- A Community Co-ordinator to help people recently discharged from hospital
- The Cornwall Healthy Weight team who help patients with weight reduction and healthy eating
- Cornwall Stop Smoking Service
- A Social Prescriber from Cornwall Neighbourhoods 4 Change (CN4C) to provide advice on financial and social problems

We also liaise closely with Age UK, District Nurses, Social Services and many other teams to ensure our patients receive the right help at the right time.

The best way to obtain advice and care is to use the online eConsult service available on our website. This system provides all the information that we need to best direct your care and will be reviewed by the appropriate doctor or team member here to provide prompt and efficient advice to you via phone, message or face-to-face appointment. You can also use this service to request that a particular member of the doctor or nursing team deal with your request.

PRACTICE CLOSED FOR TRAINING

To keep our staff up to date with the latest healthcare information and guidance, we will be closed for training for the **afternoon of 2 May 2019**. During this time there will be no appointments available and the phones will be diverted to a service for help with urgent problems only.

HELLOS AND GOODBYES

Dr James Denholm has now left us to return to Scotland to work as a GP there. We have recruited two new excellent GPs to take his place and they will be joining us in June 2019... more details later. All Dr Denholm's patients have now been allocated an alternative doctor to oversee, and ensure continuity, of their care.

We have a new Diabetic Lead Nurse – Angie Bennetts, who is able to prescribe and expertly manage diabetic medication and lifestyle advice. Rachael Tregonning is our new Healthcare Assistant.

SERVICES AVAILABLE ON OUR WEBSITE

Our website has lots of useful information about our clinics, opening times, treatment of common ailments etc.

Our online clinical messaging system **eConsult** enables patients to contact our team with either a clinical or administrative issue. There is no need to register in advance, but you must currently be registered at our practice to use the service. eConsult can be used for advice about a new problem or ongoing condition, to ask for results of recent tests, an extension to a sick note or to request a private letter (be aware this may incur a charge). Reported satisfaction with eConsult from our patients has been very good – please try it soon.

SOCIAL PRESCRIBING - WHAT DOES IT MEAN?

Social prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

There are many different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support. Here at Manor Surgery we have Cornwall Neighbourhoods for Change (CN4C), who have a link worker here at the surgery twice a week. You can book a 45 min appointment with Jackie or you may be referred by one of our clinical team.

EVENING AND EARLY MORNING CLINICS

We now offer early morning appointments for blood tests and evening appointments for the convenience of working patients or those with young children who find it difficult to find a carer during the day. Specific clinics are available for asthma and diabetic patients, smear clinics and some GP appointments. Please ask specifically for an appointment in one of these clinics if you work during the day and we will do our best to accommodate you.

WE'RE WORKING HARD FOR YOU – PLEASE HELP US OUT 😊

Please keep your contact details up to date! – especially mobile numbers and emails. We call and write to patients to invite them for routine health checks, but often we find the contact details we hold are no longer up to date. We find sometimes, even if they are correct, we have to call and write several times and patients with health limiting conditions still do not attend. All this is very time consuming (not to say expensive!) and it would be really helpful if you know that, for instance, your blood pressure tablets mean you need a blood pressure check twice a year and you are able to call and make an appointment. Similarly, please contact us if you know that you need annual blood tests or diabetic foot checks so that we can plan your care more effectively.