

Patient Newsletter

SPRING / SUMMER 2017



INSIDE THIS ISSUE:

- Welcome 1
- Warm welcomes & fond farewells 2
- Texting service 2
- Electronic Prescribing 3
- Patient Access Online 4
- Patient Participation Group (PPG) 5
- And more...

Welcome to the 2017 spring/summer edition newsletter for Phoenix Surgery.

We have seen a lot of changes here at the practice over the last few months. All aimed at helping to improve our service to you - our patients.

You may be aware that over the last few months Phoenix Surgery has conducted half-day closures as part of a sustainability measure. We will continue with

these until no longer deemed necessary.

We understand that this could be frustrating to our patients, however the temporary closures do enable us to work on improving the service we provide to you.

We apologise for any inconvenience caused by the closures. Your patience is sincerely appreciated at this



Features of the spring/summer newsletter include:

Our new Electronic Prescription Service (EPS) - An NHS service that gives you the chance to change how your GP sends your prescription to the place you choose.

Patient Access Online - Patients now have the option to book appointments, request repeat prescriptions and check allergy records online!

The Patient Participation Group (PPG) - an exciting way for our patients to air their views and help make positive changes to their GP surgery.

Warm welcomes and fond farewells...

We would like to take this opportunity to introduce the newest members of our practice team...

Ali Henley — Practice Manager

Chloe — Reception/ Admin

Laura — Reception/ Admin

A fond farewell goes out to...

Sister Julie Reynolds — Practice Nurse.



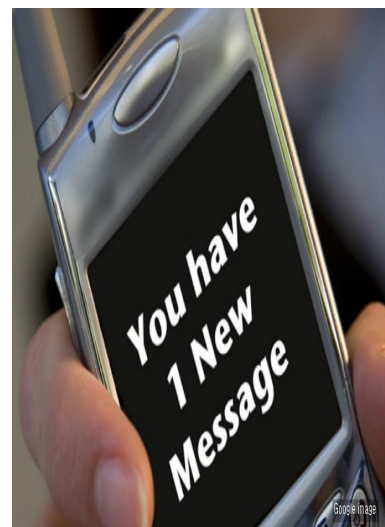
Are your contact details correct?

We are pleased to announce that now have a text reminder service for our patients.

On booking appointments, you will receive a reminder via text message.

Please make sure we have the correct contact details on your file.

- ◆ Appointment reminders help to reduce DNA's (non-attenders) and free up more appointments in general
- ◆ You will automatically be signed up for this service
- ◆ If you wish to 'opt out' from this service, please notify our reception team



Appointment reminder service

*“A new way to
get your
medicines and
appliances”*



Electronic Prescribing Service (EPS) and what this means for you ...

If you collect your repeat prescriptions from us you will not have to visit the surgery to pick up the paper prescription.

Instead, we will send it electronically to the chemist of your choice, saving you time.

You have more choice about where you collect your medicines because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

This service is right for you if:

- ◆ You have a stable condition

- ◆ You don't want to go to come to us every time you collect your repeat prescription

- ◆ You collect your medicines from the same place most of the time or use a prescription collection service now

The EPS system is reliable, secure and confidential.

Your EP will be seen by the same people in your GP practice, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

If you are interested in using this service, ask for a form at reception today.

Patient Access - 'It's your choice'

You can now use 'Patient Access' to book appointments with a Doctor and request repeat prescriptions for any medications you regularly take online.

We will be phasing out the surgery website as a tool for requesting meds online soon.

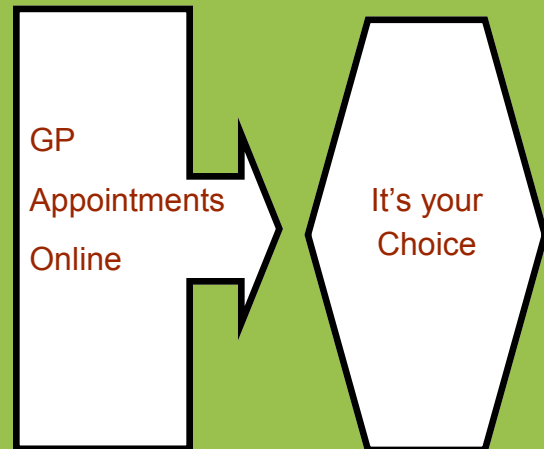
You can still use the telephone for booking appointments or call in to the surgery to request medication - *It's your choice.*

Grab a 'Patient Access' information leaflet and form from reception to get started!

"Springing in to action March 2017"

Grab an enrolment form from reception.

Repeat Prescriptions online



Did you know?

Did you know we offer many services to help with different aspects of health?

Weight Clinics - Need help losing weight? Our friendly HCA Gemma may be able to help you.

Smoking Cessation - Trying to give up smoking? Gemma can also help you on your way to being smoke free in her stop smoking clinic!

Minor Ops - Dr Harverson runs minor ops clinics approximately once a month - see your doctor to find out if you can be put on to the waiting list.

Travel Vaccinations - Going abroad? Fill out a travel form to find out if and when you need your travel vaccinations or malaria cover. You can find them on our website or at reception. Hand your forms in in good time to avoid missing out on important protection.

For more information on any of these services just ask at reception.



Join our Patient Participation Group (PPG) and help make a difference ...

We like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we have set up a Patient Participation Group so that **you can have your say**.

We ask the members of this representative group questions from time to time about the quality of the care or service you receive. We can contact you via email and send you a succinct surveys that help us to improve our services.

Your input really can make a difference.

As a PPG member you have the option to attend our PPG meetings here at Phoenix Surgery.

We aim to gather people from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

To Join our PPG, simply log on to our website www.phoenixsurgerycamborne.co.uk and click on 'Join our patient group' in the Have Your Say section on the homepage.

For more information on our PPG we have a PPG leaflet available at reception—or simply ask to speak to Amber for more information.



BE SUN S.M.A.R.T



We are all aware that the sun can damage our skin if we are not fully protected from it.

What some people may not know is that in 2011, around 115,000 people were diagnosed with skin cancer in the UK.

Skin cancers are caused by damage from the sun's ultraviolet (UV) rays.

UV rays penetrate deep into the skin and damage cells. These cells are then at risk of becoming cancerous.

You can't feel UV damaging your skin and it happens even when the sun doesn't feel hot.

Protecting the skin from the sun can help prevent these cancers, it's easy, you just have to be S.M.A.R.T...

Spend time in the shade between 11am and 3pm.

Make sure you never burn.

Aim to cover up with a T-shirt, hat and sunglasses.

Remember to take extra care with children.

Then use factor 15+ sunscreen.

Local Chemists...

Boots Commercial Street, Camborne (duty)

Monday – Friday 08.30-18.15

Saturday 08.30-17.30

Sunday Closed

Tesco Extra, Redruth

Monday 08.00 – 22.30

Tuesday – Friday 06.30 – 22.30

Saturday 06.30 – 22.00

Sunday 10.00 – 16.00

Boots, Marsh Lane, Hayle

Monday – Saturday 07.30 - 24.00

Sunday 10.30 – 16.30

Boots Trelowarren Street, Camborne

Monday – Saturday 09.00 – 17.30

Sunday Closed

Boots, Troon

Monday – Friday 09.00 – 17.30

Saturday 09.00 – 13.00

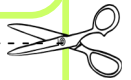
Sunday Closed

Day Lewis Pharmacy, Camborne

Monday – Friday 09.00 – 17.30

Saturday 09.00 – 16.00

Sunday Closed



Comments/suggestions...

We value your opinion. Please use this space to jot down any comments or suggestions and place in to our suggestions box at reception.

Thank you