



CORNER PLACE SURGERY

NEWSLETTER – SUMMER 2019

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www.cornerplacesurgery.co.uk



ISSUE 1

JULY 2019

HELLO AND GOODBYE

We said farewell to Dr Nicky Spicer at the end of June. Dr Spicer has been a Doctor since 1989 and will be missed by both staff and patients. We wish her a very long and happy retirement.



We would like to welcome 5 new Doctors who will be joining us this summer:-

Dr Mike Philpott, Dr Dan Webb, Dr Kyle Stewart whom some of you may already know as they have all formerly been registrars here at Corner Place, and Dr Clive Price and Dr Kirsty Bonney. We are very much looking forward to them joining the Corner Place Surgery team.

ONLINE ACCESS – More availability to book appointments online

We have increased the amount of appointments you can book if you have online patient access. You can now book appointments with our Phlebotomist for blood tests or blood pressure checks. We have appointments with our Practice Nurses and routine telephone appointments with the Doctors. Face to face appointments with your Doctor will be prioritised, however there are many available appointments with our Advanced Clinical Practitioner who is very well qualified to deal with patients.



GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

E-CONSULT

You can now communicate with the practice via an e-consultation. Please visit cornerplacesurgery.co.uk and follow the link to e-consultations. You can email the surgery for administrative or non-urgent clinical queries using e-consultation.

NEW WEBSITE

We have given our website a makeover which we hope you will find much easier to use. There are many links on the website which are full of useful information regarding health and wellbeing. Go to www.cornerplacesurgery.co.uk

TELEPHONE SYSTEM

We are having a new telephone system installed around the middle of August and we are hopeful that this new system will cut down our wait times for patients to get through to the surgery. Installation of the new phone system may cause some disruption, but will be kept minimal. We are anticipating closure of the surgery on Thursday 15th August between the hours of 1pm and 5pm. We apologise in advance for any inconvenience this may cause. During this time, if you need medical assistance, please contact the surgery on 01803 557458 and your call will be transferred to the out of hours GP service.

URINE SAMPLES

Please ensure that you use a sterile container (obtained from our front desk reception) and that it is clearly marked with the following information:-

Name, date of birth and a contact number. Please also ensure you complete the slip that is given to you and returned with the sample.

HEALTH NAVIGATION

Our Doctors have requested that our reception staff ask detailed questions regarding the nature of your illness in order to direct you to the most appropriate service and we appreciate your patience with our receptionists whilst they are questioning you. This may result in a telephone call with a Doctor. Please be reassured that if the Doctor feels you need to be seen, the Doctor will ensure this happens. This will provide the best outcome and save some valuable clinical time for those patients that need it most.

ZERO TOLERANCE

Corner Place Surgery is committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of its employees, patients and visitors, and are protected from physical and verbal abuse.



CORNER CARE RAFFLE

Corner Care (our voluntary patient care group) are organising a raffle to take place early September here at the surgery. Corner Care has recently funded a centrifuge for the surgery, to enable us to perform blood tests later in the afternoon. This is particularly useful for those patients who work later in the day. We appreciate your support.

UPDATING CONTACT DETAILS

Next time you get in touch with us, please provide details of any changes to your address or contact numbers. It is important that these are kept up to date so we can contact you should the need arise.

ORDERING OF PRESCRIPTIONS

Please be aware that we require a minimum turnaround time of 48 hours to process repeat prescription requests.

A further 24 hours is then required as a minimum for dispensing your prescriptions for patients who use Corner Place Pharmacy (an additional 24 hours will be required to have your medication delivered if you use the Corner Place Pharmacy delivery service), however other pharmacies may have different turnaround periods.

For example:

Day prescription request received at Corner Place Surgery	Day prescription will be ready for collection at Corner Place Pharmacy	Day prescription will be delivered by Corner Place Pharmacy
Monday	Thursday	Friday
Tuesday	Friday	Monday
Wednesday	Monday	Tuesday
Thursday	Tuesday	Wednesday
Friday	Wednesday	Thursday

Please place repeat prescription requests 7-10 days prior to when you need your medication for. This then gives everyone plenty of time to process the order and for you to arrange collection of your medication.

URGENT prescription requests: These must not be requested online or put in the prescription box in reception. They must be given by hand to the reception staff and then if deemed appropriate for an urgent request a prescription will be arranged by the end of that working day. Patients must come back to the surgery and collect the prescription at 5.30pm that day. We do not take prescription requests over the phone

PRESCRIPTIONS EXPLAINED

Acute Prescriptions: Acute prescriptions are medicines that have been issued by the GP but not added to your repeat prescription records. This is usually new medication which is only needed on a one off basis for an acute issue, or medication issued for a trial period. Acute medications will normally require a review with your GP/ Nurse/Advanced Nurse Practitioner or Practice Pharmacist prior to being added onto your repeat prescription records.



Repeat Prescriptions: A repeat prescription is a prescription for a medicine that you have taken before or that you use regularly. You are responsible for ordering these medications from the surgery on a monthly basis or on a when required basis. They will not be automatically ordered every month for you.

Repeat Dispensing (Batch Prescriptions): Repeat dispensing is where a prescription is issued that is repeatable, normally for 3 – 6 months. This prescription will be kept at your pharmacy of choice and then you can collect your medication from them on a monthly basis without having to order from the surgery every month. The pharmacy should inform you when you have used your last issue of that prescription batch and then you are responsible for ordering a new batch prescription from the surgery via the normal routes.

This type of prescription is only suitable for regular medicines (i.e. taken every day) and for patients who are on stable long-term treatment.

It is not suitable for all patients especially those with acute, newly diagnosed or unstable conditions. Repeat dispensing is also unsuitable for the provision of controlled drugs.

APPOINTMENTS AT CHERRYBROOK

We have appointments for blood tests at Mayfield Medical Centre (Cherrybrook site) on a Tuesday and Thursday. You cannot book these online so please contact the surgery if you would prefer to go to Cherrybrook. There is lots of available parking up there!



SURGERY POD

Have you tried our Surgery POD?

What you can do on the Surgery Pod:-

- Take your blood pressure
- Take your height and weight and calculate your BMI
- Enter information regarding your lifestyle i.e. smoking status

Please collect a token from front desk reception. No need to make an appointment, just turn up during surgery opening hours. The POD is placed just outside of waiting room A before the link corridor to waiting room C where it is a bit more private.

It is very simple to use and on screen instructions take you through the process. Our receptionists are on hand if you have any difficulty. A printout of your results will be dispensed, please ensure you write your name and date of birth on the printout before handing it to our receptionist.

We are waiting for the POD to be connected to our clinical system. Once this is done, your results will be filed direct to your clinical notes.

We want to give our patients greater freedom and the opportunity for you to monitor your health without having to wait for an appointment.

PATIENT SURVEY

Please look out for our annual patient survey this summer. Forms will be available at reception.

Your feedback on our Doctors and staff will be much appreciated and help us to continue to improve our services.

NHS APP

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.

What the NHS App does:-

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

The NHS App is being rolled out gradually across England now. Most surgeries will be connected by 1st July 2019. If we are not connected, you can still download the app and use it to check your symptoms and find out what to do when you need help urgently.



IMPROVING ACCESS TO GENERAL PRACTICE – WEEKEND ACCESS

Monday – Thursday evening appointments available as well as weekend appointments

Corner Place Surgery have been working closely with the other GP Surgeries in Paignton and Brixham and we continue to offer extended access clinics Monday – Thursday between the hours of 6pm – 8pm across our sites. Also Friday between 6pm – 8pm and Saturdays between 8am-6pm and Sundays between 8am and 2pm.

This service is offered to all patients who are registered at a Paignton or Brixham GP surgery.

Improved Access is not a walk in service, appointments offered are for routine general practice issues and not for urgent care, we will offer pre-bookable appointments with GPs and Nurses.

Please note that when you book an appointment you will be asked for consent to share your detailed GP record with the clinician providing the care.

When using the service, you may not see your usual doctor, if that is the case, the clinician you see will be from a local practice. With your consent, our clinicians will be able to access your healthcare record to ensure they can offer the right treatment for you, and prescribe medication or refer you for further treatment if necessary

Appointments will take place at...

Monday – Corner Place Surgery, Paignton

Tuesday – Compass House Surgery, Brixham

Wednesday – Pembroke House Surgery, Paignton

Thursday – Mayfield Medical Centre, Paignton

Friday - Sunday – Pembroke House Surgery, Paignton

If urgent care is required, please call 111 to speak to the NHS 111 service.

In an emergency situation, please dial 999 to contact the ambulance service.

PATIENT EXPERIENCE

We would like you to think about your recent experiences of our service.

1. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Please circle your response below:-

Extremely likely / Likely / Neither likely or unlikely / Unlikely / Extremely unlikely / Don't know

2. Any other comments you would like to make?
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