

Pendeen News

Rapid Access Clinic Update

Our Rapid Access Clinic has now been successfully running for 2 months. If you have visited the surgery recently you may have been given a questionnaire to complete. The questionnaire is there for you to voice your opinion and leave any comments about our new rapid access clinic. So far we have had lots of positive comments but we would still love to hear more of your feedback - we welcome any suggestions!

Positive Comments So Far!

We believe that our Rapid Access Team offer diversity in approach, allowing appropriate and timely access to healthcare. The Rapid Access Team work together to provide caring and quality care to all patients at home and in the surgery and our aim is to continue improving our services to you.

After individually reading all of your replies, we have calculated a whopping 88% Strongly Agree that our Rapid Access Clinic is more effective than the previous sit and wait service!

Here are a few positive comments we've received so far:

- * Lovely, caring, efficient nurse and an appointment easily obtained the same day.
- * Excellent service! Telephoned at 08:20 and got an appointment for 10:50, no waiting and a great consultation.
- * Quick, easy and effective service!
- * Rapid Access - It is what it says! Great name for a great service!

Ear Syringing at Pendeen Surgery

As from February 2017 our contractor the CCG (Clinical Commissioning Board) has confirmed we are to no longer provide the ear syringing service.

We do offer a self care leaflet which you can collect from reception along with contact details for a few local services that offer ear syringing.

If you experience any of the following symptoms, you should seek advice from NHS 111, your GP or your hearing service who will advise you on the best course of action.

- Pain
- Discharge or bleeding from the ear
- Sudden deafness or buzzing
- Foreign body in the ear
- Dizziness



Missed Appointments

Missed appointments in March 2017 totalled **90**, these are booked appointments that patients have failed to attend.

In 2016-2017 we had 922 DNA's this amounts to 36 days of a GP or 7 weeks worth of lost appointments.

If you are unable to make your appointment or no longer require it, please phone the surgery and let us know so it can be offered to another patient.

Save a life
- give blood



Visit blood.co.uk
or call 0300 123 23 23


Blood and Transplant

 Save a life
Give blood



May is national walking month so why don't you give it a go!? National walking month is a UK charity which encourages millions of people to walk everyday. They want to create a walking nation where people of all generations enjoy the benefits that this simple act brings.

#TRY20 Is this the name of this years campaign which is challenging everyone to see if they can walk an extra 20 minutes every day throughout May.

Feel-good reasons to #Try20:

- Feel the burn – burn calories and increase your metabolism
- Feel fitter – improve heart health and blood pressure
- Feel brighter – a 20 minute walk can boost your mood
- Feel connected – discover new things in your community

To find out more information, different tips and more fun ways to add in exercise why not take a look online?

www.livingstreets.org.uk

<p>FEEL BRIGHTER</p>  <p>A 20-minute walk can boost your mood</p>	<p>FEEL CONNECTED</p>  <p>Discover new things in your community</p>
<p>FEEL FITTER</p>  <p>Walking improves heart health and blood pressure</p>	<p>FEEL THE BURN</p>  <p>Walking helps you burn calories and increase your metabolism</p>

ZERO TOLERANCE

Our staff have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being or feeling physically or verbally abused or threatened.

Most patients respect this.
Thank you for being one of them.