

# Pendeen News

## Why is my doctor running late?

We understand that when the Doctor runs late it can be very frustrating and inconvenient for you and we wanted to try to explain some of the reasons why this happens sometimes.

## So why do Doctors sometimes run late?

There is not one single answer to why this happens. There can be lots of things that combine to make us run late, here are a couple examples.



- ◇ Complex issues such as where a patient has been diagnosed with cancer or serious illness, the loss of a loved one, or feeling that they can't cope anymore to the extent they are contemplating taking their own life. These are all common occurrences.
- ◇ When someone is very unwell they may need admitting to a local hospital and the GP may have to do that there and then. This will involve the GP talking to the team at the hospital which can take some time and may require emergency treatment by the GP at the practice, before they are transferred to hospital.

## Did you know that patients are booked at 10 minute intervals?

This time includes discussing patient symptoms, possible solutions which may or may not include medication, examining the patient and checking past medical history and recording the consultation in your records. So you can see how easy it is to fall behind schedule as the appointment session goes on.

## So why not have longer appointments?

The current wait for a routine appointment is around 1-2 weeks, if we were to increase the time to 15 or 20 minutes per patient then the wait would increase to 2-3 weeks.

## But what if I have multiple medical problems to discuss?

Sometimes patients come with a number of problems so it is important to realise that the Doctor can only realistically deal with one medical problem in the 10 minute consultation, if you come with a list of problems please write them down so that the doctor can read the list and deal with the most important issue. The Doctor will need to ask you to make another appointment to discuss the other issues in their next available appointment they may on rare occasions ask you to make a double appointment and authorise the receptionist to do this.

If you have any thoughts on our service that you would like to share with me or our patient group please fill in one of our comments leaflets and hand it into reception.

Kind regards

*Karen Manifold* - (Practice Manager)





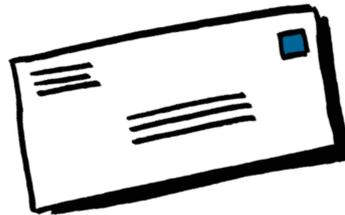
## Changes to prescriptions

From 1st August we now require 48 hours notice for ordering any medication. Prescription ordering is a lengthy process which takes up a lot of our admin staff, prescriptions clerk, doctors and pharmacist time in order to complete a simple prescription request carefully and accurately.

**It is not just a case of 'printing it and getting a doctor to sign it'.**

Medication prescribing requires careful monitoring at all times and allowing 48 hours notice will ensure all prescriptions are completed and dealt with in a fair and orderly manner.

For any 'on the day' prescription requests we will now only issue an emergency supply which will cover you for 7 days. Last minute requests still require the same amount of time to process and check, and put a great deal of pressure on the staff and doctors. You will then still need to request your repeat prescription using your preferred method of ordering.



Save a life  
- give blood



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

**NHS**  
Blood and Transplant



You can now e-mail your prescription request to:

[prescription.pendeen@nhs.net](mailto:prescription.pendeen@nhs.net)

You will always receive an automatic e-mail acknowledgement entitled 'Automatic reply'. If you have NOT received this we have NOT received your e-mail.



### Pendeen Patient Participation Group

Join the surgery's Patient Participation Group to have your say on how the surgery is run, and find out more information.

**If you would like more information please contact [ppg.pendeensurgery@nhs.net](mailto:ppg.pendeensurgery@nhs.net) or ask at reception for Becky Telford.**

**Phone Calls:** Please be aware that from June 12th all phone calls are recorded for training and quality purposes.