

Pendeen News

FREE COPY!
PLEASE TAKE ONE!

Missed Appointments

This month we reviewed our missed appointments, these are booked appointments that patients have failed to attend, of which January to June this year there were **364**.



At a time when the NHS is struggling to cope with demand we all need to ensure the NHS is utilised responsibly. Evidence shows that by sending a mobile text reminder to patients reduces missed or unwanted appointments.

From the 16th June 2015 when booking an appointment, you will be asked to confirm your mobile phone number (if you have one) once the appointment has been booked you will receive a confirmation text as well as another text reminder 48 hours before your appointment is due.



Healthy Lifestyles

Pick up a free booklet today at reception full of helpful advice, if you feel you would like the help of this free Hereford Council service please ask our Practice Nurses or during your free NHS Health Check.

Register TODAY for online access to appointments, send messages to the surgery, order prescriptions and see your medical summary.

Speak to one of our receptionists who will print off your personalised log in details. You need to register online via www.pendeensurgery.nhs.net You will then be able to book and cancel GP appointments and order repeat prescriptions with just a few clicks! This service is for over 18's only and nurse/health care assistant appointments cannot be booked on line.

Please bring **a form of ID** into the surgery so we can verify you and give you access.

Patient Participation Group

If you are a member of the Pendeen Patient Participation Group there is an AGM planned for the 14th September between 6pm and 8pm. Venue TBC. If you would like to join the group and contribute please ask for Debs at reception or email: ppg.pendeensurgery@nhs.net

Taurus Healthcare

Evening and Weekend Appointments.

If you have difficulty in attending appointments during 'normal' surgery hours, please phone the surgery on 01989 763535 and request a Taurus appointment.

Appointments with Taurus are available from 6pm to 8pm, Monday to Friday and from 8am to 8pm, Saturday and Sunday at Wargrave House, (Hereford) or Saturday and Sunday 10am—2pm at Pendeen Surgery and The Marches Surgery (Leominster)

Doctors, Nurses and Health Care Assistants from around the county work for Taurus.

GP appointments are available as well as blood tests, ECGs, dressings, health checks, asthma clinic, ear syringing, hypertension monitoring, diabetes clinic and COPD.

To make a ROUTINE appointment with Taurus please telephone the surgery during our normal opening hours and ask for an appointment with Taurus.

If you unexpectedly need to see a GP outside of our opening hours, please call NHS on 111 and they will arrange an appointment on your behalf.

Please Note: Taurus Healthcare use Pendeen Surgery for their Ross clinics their staff have no access to Prescriptions or other items which Pendeen patients may wish to collect. The reception desk at Pendeen Surgery is open from 8am to 6.30pm, Monday to Friday.

For more information on Taurus, please visit their website www.taurushealthcare.co.uk

If you have made an appointment with Taurus and need to cancel or change it, please call Taurus directly on **0800 121 7221**.

KEEPING UP WITH THE DOCTORS

Dr Leeman - Monday to Thursday
and every other Friday

Dr King - Tuesday, Wednesday and
Friday

Dr Bathurst - Monday, Wednesday
and Thursday AM

Dr Cadbury - Monday, Tuesday and
every other Friday

Dr Jackson - Wednesday, Thursday
and Friday

Dr Das - Thursday

Dr McCarthy - Monday, Tuesday
and Friday

