

Pendeen News

Why have you changed?

Over the past couple of months I have received letters and calls from patients wanting to know why “things” have changed at Pendeen, some patients feel it’s not always easy to get to see a doctor immediately or even within a couple of days. So I thought I’d share with you why we have had to change.

As many of you are aware at the start of the year we went from having six GP’s to four, with Dr Bathurst and Cadbury leaving within a couple of weeks of each other. We knew of their intentions to leave in November 2016, and started a recruitment drive straight away. Over the space of 3 months we did not receive one application or even an enquiry.

Rapid Access Clinic

A solution had to be found for our G.P vacancies so we looked at other care models, and decided we would recruit different members of staff that could work in a multi-skilled way.

We have been very fortunate to recruit Karen Williams, a highly skilled advanced nurse practitioner who has many years’ experience in a similar role in Hereford, Andrew Hayles a skilled paramedic with a lot of knowledge in emergency care, Sarah Thomas our visiting nurse who is able to help house bound patients access the care they require, and Andrew Beechey our in-house pharmacist. (He is one of only two in-house pharmacists in the whole of Herefordshire).

The Rapid Access Clinic was born.

The Rapid Access Clinic is available on the day, every day to patients who feel they need urgent and necessary medical attention; it is as the name suggests it’s “Rapid Access”.

The Rapid Access Clinic offers more on the day appointments than we ever had available last year, which is a good thing for our patients. We run two clinics incorporating afternoon triage.

We are sorry if it takes a little longer to see your choice of G.P. but we are happy that we are able to offer a safe and effective service to our patients. This in a time of unprecedented demand and increasing limited resources.

So how can you help?

Please cancel unwanted appointments, on Monday 12th June 8 people didn’t turn up for their GP appointment, last month (May) it was 86 GP appointments, last year 922 patients didn’t turn up to see their GP. So **PLEASE PLEASE PLEASE** help us by cancelling your unwanted appointments.

Finally, thank you to all those patients that have offered a kind word of support to my receptionists over the past few months of change, it’s really been appreciated

Kind regards

Karen Manifold

(Practice Manager)





Staff news

Did you spot our nurse banners, hats and badges on May 12th and wonder what it was all about?! Well here it is... International Nurses Day is celebrated on May 12 to mark the birthday of Florence Nightingale, 'The lady with the lamp'. Every nurse plays a key role in the health care system by unconditionally working on the welfare safety and recovery of patients. They are the unsung heroes who bring a new life into the world and care unconditionally for the sick and injured every single day. So to acknowledge the hard work, long shift hours and emotional pressure they go through in their daily routines #nurseheroes was celebrated here at Pendeen Surgery and across the world!



Pictures from left to right: Tilly Lawrence (Phlebotomist), Heather Johnson (Practice Nurse), Karen Williams (Nurse Practitioner), Jayne Meredith (Practice Nurse)

Practice Pharmacist – Andrew Beechey has joined the Pendeen Team!

Andrew will be managing patients' prescriptions which involves a considerable amount of work for the surgery staff and Doctors. To help with this the practice has recently employed a pharmacist to work part-time in surgery. Andrew Beechey worked previously for many years at the Lloyds Pharmacy on site, and will already be known to many patients.

Prescription Ordering

The surgery aims to have all Prescriptions ordered before 4pm authorised by a Doctor by 4pm the following working day, for collection at the surgery or sent electronically to your pharmacy of choice.

But please be aware that some requests for items not currently on your Repeat list may take longer to be authorised by your Doctor. It is always worth ensuring that you order your medication in plenty of time and plan ahead for weekends and holiday periods.

All Local Pharmacies collect prescription forms from the surgery (usually in the afternoon) and are set up to receive electronic prescriptions.

Please check with your pharmacy of choice how long it will take to process your prescription and when your medication will be ready to collect. All 3 Local pharmacies will endeavour to get emergency prescriptions issued as promptly as possible.

If you need to have your medication delivered you can contact your pharmacy of choice to arrange for your medication to be delivered.

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