

Pendeen News

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ONLINE PRESCRIPTIONS

The surgery has received positive feedback following our change from the telephone prescription ordering system. We have received lots of requests to set up online access, and patients have also been posting and handing in their repeat prescription slips, as well as some patients setting up a re-order agreement with local pharmacies. We have made changes to our policy to allow carers of housebound patients to still use the telephone to order, as can the frail and disabled.

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 and instructions on how to set up online access. Once registered 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 or health care assistant appointments cannot be booked on line.

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

Are you a carer?

A carer is anyone who cares (paid or unpaid) for a friend or family member who due to illness, disability, a mental health problem, or an addiction, cannot cope without their support. This could include things like helping them with their shopping or housework, or getting out and about. If you are a carer, please let the surgery know as we can add a note to your file, and you are entitled to a free healthcheck.



Staff news

We recently welcomed a new part-time medical receptionist to the team, Helen Green. She will be working 3 days a week at the surgery.

We announced in the last newsletter that Dr Susan Das would be increasing her hours with the Surgery from one day a week to four days a week. She will be here on Mondays, Tuesdays, Thursdays and Fridays.

World Blood Donor Day

Every year on **14th June**, countries around the world celebrate World Blood Donor Day (WBDD). The event, established in 2004, serves to raise awareness of the need for safe blood and blood products, and to thank blood donors for their voluntary, life-saving gifts of blood.



If you are interested in becoming a blood donor please ask at reception for a leaflet on how to join or visit www.blood.co.uk

Insect Bites

As summer approaches, the weather is warming up and we're spending more time outside enjoying the sunshine. Unfortunately, so are the insects, and many people are suffering from insect bites and stings.

Fortunately, as long as there are no signs of infection (a lot of swelling and blistering, or pus) you can treat bites and stings at home. Keep the area clean, and try not to scratch it as this could cause it to become infected. Use cold compresses to soothe the area, or an anaesthetic/antihistamine cream which you can buy from pharmacies.



The **Blandford fly** (sometimes called blackfly) is usually found near rivers. It's common in Dorset, East Anglia, Oxfordshire, and Herefordshire. However, there have also been reports of Blandford fly bites occurring in other areas of England.

You're most at risk of being bitten by a Blandford fly in May and June. Bites often occur on the legs and are very painful. They can produce a severe localised reaction (a reaction confined to the area of the bite) with symptoms such as swelling, blistering, a high temperature of 38C (100.4F) or over, and joint pain.

Allergic reactions - Dial 999 to request an ambulance if you have swelling or itching anywhere else on your body after being bitten or stung, or if you're wheezing or have difficulty swallowing. You'll need emergency medical treatment.

For more information, see <http://www.nhs.uk/Conditions/Bites-insect>

Missed Appointments

Missed appointments in May totalled **95**, these are booked appointments that patients have failed to attend.

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.

On average we lose **50** appointments per month in this way.

KEEPING UP WITH THE DOCTORS

Dr Leeman - Monday to Thursday and every other Friday

Dr King - Wednesday and Friday

Dr Bathurst - Monday, Tuesday, Wednesday and Thursday (am)

Dr Cadbury - Monday, Tuesday and every other Friday

Dr Jackson - Wednesday, Thursday and Friday

Dr Das (from 01.04.16) - Monday, Tuesday, Thursday & Friday

PENDEEN PPG

The next PPG meeting is on the 20th June, if you would like to attend please contact:

ppg.pendeensurgery@nhs.net

Or ask at reception for Deb Jones