



CORNER PLACE SURGERY

NEWSLETTER – SUMMER 2018

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ISSUE 3

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HELLO AND GOODBYE

We said farewell to Brenda Van Den Berg (Practice Manager) at the end of June after over 20 years with the Practice. Brenda has helped shape the Practice into what it is today and we thank her for this. Brenda will be missed by both staff and patients. We wish her a very long and happy retirement.



Evie Langman has taken up the reins as our new Practice Manager and has hit the ground running! Evie has a wealth of experience from management in secondary care and her transferrable skills will lead us well into the future.

ONLINE ACCESS ISSUES

We would like to apologise to patients for having to remove the facility to book online appointments at present as there have been issues with the system making duplicate bookings. As soon as the situation resolves, we will add a message to the online booking system so you are aware. You can continue to order



GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

repeat prescriptions and cancel appointments online.

If you are struggling to use the online access, please scroll down to the bottom of the log in page and click on support for help.

DISABLED PARKING

Whilst we appreciate there is limited parking. Please do not use the disabled parking bays unless you are disabled. Thank you for your understanding.



URINE SAMPLES

Please ensure that you use a sterile container (obtained from our front desk reception) and that it is clearly marked with the following information:-

Name, date of birth and a contact number. Please also ensure you complete the slip that is given to you and returned with the sample.

GP APPOINTMENT TIME

To ensure we deal with your medical issues appropriately, please do not ask us to see an additional patient in your appointment. If you have more than two issues to discuss, please consider booking a double appointment

RESULTS LINE.



Please note, when phoning for a result contact 01803 841801 between 0900 and 1500 Monday – Friday.

HEALTH NAVIGATION

We continue to expand our Health Navigation to ensure you are directed to the best service, and appreciate your patience with our receptionists whilst they are questioning you. This will provide the best outcome and save some valuable clinical time for those patients that need it most.

ZERO TOLERANCE

Corner Place Surgery is committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of its employees, patients and visitors, and are protected from physical and verbal abuse.



REFERRALS

If you are told by an alternative health care provider that a Doctor can expedite an appointment, they cannot do this. You will have to go back to the department where you were referred.

UPDATING CONTACT DETAILS

Next time you get in touch with us, please provide details of any changes to your address or contact numbers. It is important that these are kept up to date so we can contact you should the need arise.

Seasonal FLU vaccination

Our flu clinics will be the mornings of Saturday 22nd September and 13th October. Appointments can be booked on-line (ask us about registering) or contact us at the surgery. In order for these clinics to run smoothly please arrive as close to your appointment time as possible. Please note there will be no car parking available apart from disabled parking on these dates.

The following groups are eligible for free vaccination:

- Over the age of 65 (including those who become 65 years by 31st march 2019)
- diabetes
- coronary heart disease or stroke
- chronic (long term) respiratory conditions such as severe asthma or COPD.
- chronic kidney or liver disease
- chronic neurological disease, such as parkinson's or motor neurone disease or learning disability
- splenic dysfunction or asplenia
- suppressed immunity due to disease or treatment (such as cancer treatment)
- multiple sclerosis & related conditions
- diseases of the central nervous system
- main Carers
- Pregnant women at any stage in their pregnancy
- BMI over 40
- children aged 2 and 3 but not 4 years or older on 31 August 2018. **We will be having separate clinics for children under 5 years of age.**

IF YOU DO NOT FALL WITHIN ONE OF THE ABOVE GROUPS, WE WILL NOT BE ABLE TO VACCINATE YOU



IMPROVING ACCESS TO GENERAL PRACTICE

Monday – Thursday evening appointments available from 30th July 2018

Corner Place Surgery have been working closely with the other GP Surgeries in Paignton and Brixham and we are excited to announce that we now offer extended access clinics Monday – Thursday between the hours of 6pm – 8pm across our sites.

This service is offered to all patients who are registered at a Paignton or Brixham GP surgery.

Improved Access is not a walk in service, appointments offered are for routine general practice issues and not for urgent care, we will offer pre-bookable appointments with GPs and Nurses.

Please note that when you book an appointment you will be asked for consent to share your detailed GP record with the clinician providing the care.

When using the service, you may not see your usual doctor, if that is the case, the clinician you see will be from a local practice. With your consent, our clinicians will be able to access your healthcare record to ensure they can offer the right treatment for you, and prescribe medication or refer you for further treatment if necessary

Appointments will take place at...

Monday – Corner Place Surgery, Paignton

Tuesday – Compass House Surgery, Brixham

Wednesday – Pembroke House Surgery, Paignton

Thursday – Mayfield Medical Centre, Paignton

If urgent care is required, please call 111 to speak to the NHS 111 service.

In an emergency situation, please dial 999 to contact the ambulance service.

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PATIENT EXPERIENCE

We would like you to think about your recent experiences of our service.

- 1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Please circle your response below:-

Extremely likely / Likely / Neither likely or unlikely / Unlikely / Extremely unlikely / Don't know

- 2. Any other comments you would like to make?

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