

# Launceston Medical Centre

## Newsletter

NOVEMBER 2014

### Friends and Family Test (FFT)

From 1<sup>st</sup> December 2014 NHS England require all Practices to ask patients to provide honest feedback with regard to their recent experience of the service offered. The short questionnaire will be available from Reception, Dispensary, your GP and on our Website. Please return via the collection box in the Foyer, hand into Reception or Dispensary, fax to 01566 772223 or email to [letters.launcestonmc@cornwall.nhs.uk](mailto:letters.launcestonmc@cornwall.nhs.uk). Thank you in advance for taking the time to complete the questionnaire.

---

### Intercare— Medical Aid For Africa— Update

We are delighted to say that this scheme is proving to be a great success! We are currently organising to send our 3<sup>rd</sup> consignment of unused prescription medicines to Intercare so they can be distributed to health centres in Africa. Please continue to let our Dispensary have any complete strips, in the manufacturer's boxes with at least 15 months expiry date. The Dispensary staff will be happy to offer advice with regard to which medicines can be accepted under the scheme.

In October **461 patients** did not attend their appointments. This is **3901 minutes** of GP or Nurse's time that could have been allocated to other patients.

During the week commencing 27<sup>th</sup> October **17 patients** booked an appointment on the day and still failed to attend.

We appreciate that occasionally there may be a valid reason for not attending. If this is the case please let Reception know in good time so that we can note this on your record. Persistent offenders will receive a letter advising them that if they continue to miss appointments then we will not accept pre-booked appointments from them.

We aim to be as fair as possible to all patients and to reduce avoidable loss of appointment time.

Please help us by keeping the Practice up to date with your current mobile contact number so that we can send you an SMS text reminder of your forthcoming appointment.

---

## Staff Changes

We are delighted to welcome Dr Nell Battye to our team. She joined the Practice as an Assistant GP at the beginning of October. Please see the attached list to see her regular work pattern along with details for all of our GPs.

---

## Flu Programme 2014-2015 – Specific clinics are coming to an end but we can still accommodate you!

Please book for your Flu Vaccine if:

You are pregnant

Have a chronic disease

Have asthma and regularly use inhalers

Are immuno-suppressed

Are 65 or over

**Nasal Flu Vaccines** are also still available for children aged 2, 3 and 4 years. Please ask at Reception and book your child in with one of our Practice Nurses.

If you were born on or after 1<sup>st</sup> September and are aged 70, 78 or 79 you are entitled to a **Shingles Vaccine**. Please book your appointment through Reception.



## Christmas Opening Hours

We shall be working normal hours up to and including Christmas Eve (closed for lunch) but would ask that if you require a routine appointment you avoid the 24<sup>th</sup> and 31<sup>st</sup> of December. No procedures that require the courier will be booked after 10am on both of these dates. Please order your medication in the usual way. PLEASE NOTE:- The Dispensary DOES NOT give 2 month's supply of medication over Christmas. If your prescription is due on the CLOSED days you can order them slightly earlier.

Thursday 25 <sup>th</sup> December	CLOSED
Friday 26 <sup>th</sup> December	CLOSED
Mon 29 <sup>th</sup> – Weds 31 <sup>st</sup> December	Normal working hours
Friday 1 <sup>st</sup> January	CLOSED



### Launceston Medical Centre

Landlake Road  
Launceston  
Cornwall  
PL15 9HH

Phone: 01566 772131

Fax: 01566 772223

Fax: 01566 771080 (dispensary)

E-mail: [letters.launcestonmc@cornwall.nhs.uk](mailto:letters.launcestonmc@cornwall.nhs.uk)



## GPs Working Patterns From October 2014

Dr Robert Morice (2 days a week)	Tuesday and Wednesday
Dr Michelle Wells (3 or 4 days alternate weeks)	Tuesday and Wednesday Weekly Alternating Monday/ Friday Thursday every other week
Dr Janice Haddon (3 or 4 days alternate weeks)	Tuesday and Wednesday Weekly Alternating Monday/ Friday Thursday every other week
Dr Holger Stoecker (3 days a week)	Monday, Wednesday and Friday
Dr Christopher Anthony (4 days a week)	Monday, Wednesday, Thursday and Friday
Dr Dylan Reid (4 days a week)	Monday, Tuesday, Thursday and Friday
Dr Tracey Lavell (2 days a week)	Wednesday and Friday
Dr Rachel Parkinson (2 days a week)	Monday and Thursday
Dr Amit Dhulkotia (4 days a week)	Monday, Tuesday, Wednesday and Thursday
Dr Fiona de Ferrars (4 days a week)	Monday, Tuesday, Wednesday and Thursday
Dr Nell Battye (3 Days a week)	Tuesday, Thursday and Friday
Dr Catherine Stoecker (2 days a week)	Tuesday and Thursday

\*\*\*\*\*

Please note: working days are occasionally subject to change