

Launceston Medical Centre

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SPRING/SUMMER NEWSLETTER 2019



Building Update

NHS funding has been agreed and written confirmation received.

There are a number of legal contracts which need to be completed/agreed in order for matters to be finalised – work has been going on since January to complete the necessary legal formalities and we are now very close (within the next few weeks) to agreeing and signing off all contracts.

Although no physical work can commence on site until legal contracts have been finalised, the purchase of the hospital land required has been completed and paid for. Other work has also been continuing to ensure that the building contractor, architect and surveyor are primed and ready to commence as soon as the ink is dry on the contracts. We are hopeful that site work will commence before the end of June.

Andrew Yardley

Practice Manager update

GPs WORKING PATTERNS FROM MAY 2019



Dr Michelle Wells	Tuesday and Wednesday	(2 days a week)
Dr Janice Haddon	Wednesday and Thursday	(3 days a week)
Dr Holger Stoecker	Monday, Wednesday and Thursday	(3 days a week)
Dr Christopher Anthony	Monday, Wednesday, Thursday and Friday	(4 days a week)
Dr Tracey Lavell	Wednesday and Friday	(2 days a week)
Dr Rachel Parkinson	Monday, Tuesday and Thursday	(3 days a week)
Dr Nell Battye	Monday and Friday	(2 days a week)
Dr Helen Williams	Tuesday and Friday	(2 days a week)
Dr Amit Dhulkotia	Monday, Tuesday, Wednesday and Thursday	(4 days a week)
Dr Oliver Scott	Wednesday and Thursday	(2 days a week)
Dr Christopher Jones	Monday and Friday (plus 2 flexible days)	(4 days a week)

Please note: working days are occasionally subject to change

You will often be offered an appointment with one of our experienced GP support staff: -

The Nurse Practitioner, Minor Illness Nurse or Duty Practitioners can diagnose and prescribe and help you with the following minor illnesses:-

NURSE PRACTITIONER

Carol Jackson

Pill Checks
Asthma/COPD Flare Ups
Sore Throats
Chesty Coughs
Urinary Tract Infections
Sickness and Diarrhoea
Sore, Sticky Eyes
Ear Infections
Eczema
Rashes
Boils or Skin Infections
Contraceptive Advice
'Women's problems'
Mastitis

MINOR ILLNESS NURSE

Peter Wyatt, (2yrs and over only)

Pill Checks
Sore Throats
Chesty Coughs
Urinary Tract Infections
Sickness and Diarrhoea
Sore, Sticky Eyes
Ear Infections
Eczema
Rashes
Boils or Skin Infections
Contraceptive Advice
Acute Back Pain

PLEASE NOTE: THE GP SUPPORT TEAM DO NOT deal with BREAST LUMPS, MOLES, MEDICATION REVIEWS, SICK NOTES, REPEAT PRESCRIPTIONS, PRESCRIBE ANTI-DEPRESSANTS OR SLEEPING TABLETS.



Duty Team

We have three Duty Practitioners Marcus Wadland ,Gary Gamble and Pete Rabson who are trained paramedics working within the team. Their role involves seeing patients and triaging/visiting our patients in the community.

Staff Update

- Sadly Dr D Reid has resigned from the Practice. He will be greatly missed but we wish him well for the future.
- We also wish Dr Wheeler good luck as she leaves to work at a Practice nearer to home.
- Welcome to Sarah Didymus, an Advanced Practitioner who has started working as a locum with us.
- Welcome to Peter Rabson, a Paramedic, joining us permanently in June, increasing our Duty Practitioner team to 3.

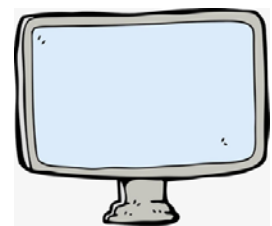
Pharmacists

If you have any medication queries you will be directed to our pharmacy team without having to speak directly to a doctor.



New Display System

The Medical Centre has recently received a very generous donation from the Launceston Round Table. The money is going towards a visual display in the waiting room which will improve our service to our patients. We will be able to send live messages to the waiting room to keep patients up to date on clinic progress plus other relevant news. We will also be able to give more information that will signpost patients to various support groups and clubs and make sure you are seen by the most appropriate person when booking your appointments. As you are no doubt aware we now also have messages on the telephone system from our GPs to ask for a description of your problem and to let you know when we can only deal with emergencies on particularly busy days.



This has all been put in place to improve communication. Our Reception team are highly trained in helping you to see the correct person here or signpost you onwards to another service provider. Due to the advancement of their historic role they are no longer 'just Receptionists' but will now be the Medical Centre's Patient Advisors.

Health check for 40-74 year olds!

The NHS Health Check is your chance to get a free midlife MOT. It is available to anyone in England aged 40-74, without a pre-existing condition. Your circulatory and vascular health will be checked and what your risk of getting a disabling vascular disease is.

Please go to our website, www.launcestonmedicalcentre.co.uk where you will find a link explaining in detail what is involved. If you are unsure if you qualify, please contact the surgery where our patient advisors will be happy to help you .



West Devon Breast Screening Service



If you are a woman aged over 50

BREAST SCREENING

is available for you



If you are between 50 and 70 years old you will soon be receiving a letter inviting you to attend the

MOBILE BREAST SCREENING UNIT

If you are over 70 at the time the mobile unit is in the area and would like to be screened please ring the Primrose Breast Care Centre on 01752 431652

The Unit will be in the area from May 2019 until Aug 2019

at CO-OP Newport Industrial Estate,

Launceston, PL15 8EX

258 appointments were missed in May!

Please remember to contact the Medical Centre, in good time, if you can no longer attend your appointment.

Call 01566 772131 so that we can offer your appointment to someone else.

DENTAL PROBLEMS

The GPs and Support Team will not deal with dental problems.

If you have a dental issue or a dental infection, please call your registered dentist.

If you are not registered with a dentist or cannot get an appointment with your own dentist, please call:

Emergency Dental Help Line on: 03330 063300



MINOR INJURIES

If you have injured yourself within the last 14 days you should attend the Minor Injuries Unit at Launceston Hospital. They are available between 8am and 8pm, 7 days a week. No appointment is required.

The nurses at the Unit will re-direct you to the GP if necessary.



**By using these services it will help to reduce inappropriate bookings
with the GP or Support Team**

Thank you for your co-operation.

REPORTS

If you or a Solicitor has requested a GP to complete a medical report, insurance report, insurance claim form etc. please remember that this is private work and will be dealt with in date order. We attempt to deal with all reports within 1 month of receipt. If you have waited longer or the need for the report becomes urgent please ring the surgery number and ask for the Reports Clerk.



SICK NOTE REQUESTS

We are getting an increasing number of sick note requests on the day. The GPs do not consider these requests to be urgent as sick notes can be back-dated if necessary. Please give as much notice as possible. Remember, you must do a self-certification for the first 7 days of illness, there is no requirement for a GP to write a sick note for less than 7 days illness.

REFERRALS

If you are awaiting a routine appointment from your recent referral please allow 3 weeks from the date you saw your GP. This gives adequate time for collecting the information required by the Hospital, dictation by the GP, typing by the Medical Secretaries and process through the Referral Centre (DRSS). If you have waited longer than 3 weeks please contact DRSS direct on 01752 398993.



REPEAT PRESCRIPTION SERVICE

You can request repeat medication online or by using an app.

To set up the service please speak to reception, photo –id is required or phone us to speak to our IT department.

Telephone 01566 772131 - (option 3 then option 1 from the switchboard).



We can now offer this service for you to see a summary of your medical records online as well as by using a phone app.

- View your current medication (*issued within the last 12 months*).
- Arrange for repeat medication.
- Change contact details such as home address and telephone numbers.
- View allergies and sensitivities.
- Check on Pathology results requested by your Doctor including blood tests, swab tests, urine tests

(consultant requests will not immediately be available to view).

A note from our Dispensary

Please do not ask for 2 months supply of your medications as we will be unable to help you.

You are welcome to order your medication slightly early to ensure you have plenty to cover holiday periods.

If you need a prescription please allow at least 3 working days for the request to be processed. This can be done via the website, by fax/letter, or by completing a form at our dispensary.

email - kccg.repeatslaunceston@nhs.net

fax - 01566 771080

Minor Eye Conditions Service (MECS)

This is a service to our patients who have minor eye conditions which do not require an appointment at the Medical Centre.

Location - SpecSavers, Launceston 01566 774354

Please ring the above number and they will arrange an appointment for you if you have any of the following conditions:-

- Red eye or eyelids with no loss of vision
- Dry eye or gritty or itchy uncomfortable eyes
- Mild ocular pain which improves slightly with pain killers
- Irritation and inflammation of the eye
- In growing eyelashes
- Significant recent sticky discharge from eye or watery eye
- Recently occurring flashes or floaters for less than 3 months with no loss of vision
- Recent change or distortion of vision for more than 48 hours with no pain