

# Launceston Medical Centre

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## AUTUMN/WINTER NEWSLETTER 2019

### Building Update

After 7 years of efforts we are delighted to see the start of our much needed extension. There will be an additional ten consulting rooms, larger waiting room, new entrance to dispensary as well as additional administration space and an improved staff room. There will be additional parking at the side of the new extension and a one way system in and out of the practice to reduce congestion. The existing building will also undergo a major refurbishment.



Currently the works are on schedule and due to be complete by November 2020! We would like to thank our PPG (Patient Participation Group) for all of their ongoing work in relation to the project. The picture is of our current view from the back of our building where you can see some concrete has been laid ready for the steel supports. The large hole in the middle is where the lift shaft will be!

## GPs WORKING PATTERNS FROM OCT 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 Amit Dhulkotia	Monday, Tuesday, Wednesday and Thursday	(4 days a week)
Dr Helen Williams	Tuesday and Friday	(2 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)
Dr Angus MacDonald	Monday and Thursday	(2 days a week)

The Patient Advisor will offer you an appointment with one of our experienced support staff.

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

### ***DUTY PRACTITIONERS*** Marcus Wadland, Gary Gamble and Pete Rabson ( over 6 weeks old)

#### ***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

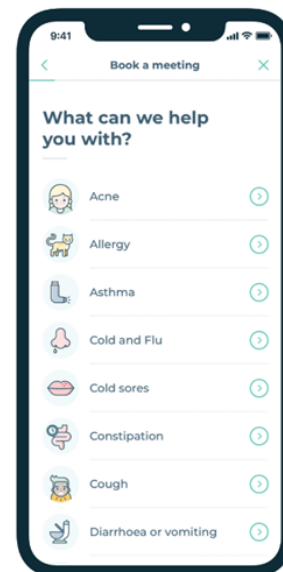
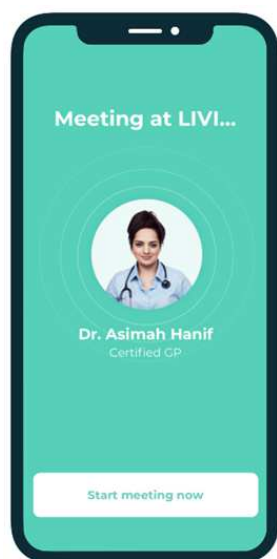
Contraceptive Advice

Acute Back Pain

Our Duty Practitioners can see all age groups but do not deal with gynae issues. They triage calls and visit patients at home if appropriate.

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

## Need to see a GP in the evening or at weekends?



We are now offering appointments with NHS GPs over video through our partners, LIVI, whose app is free to download. You can choose to book a video appointment with a LIVI GP or enter a drop-in queue where most patients are seen within 30 minutes.

Please speak to our Reception Team to get the sign-up link so you can get going. All you need is a smartphone or tablet and some photo ID for the initial registration. There is also a patient helpline on the app if you need any further assistance in getting set up.

**STAY WELL  
THIS WINTER**



We are currently offering appointments for patients requiring the flu vaccination.

- ◆ If you have a heart, kidney or liver disease, diabetes, asthma or COPD or are aged 65 you are entitled to a free flu vaccine.
- ◆ If you are pregnant please contact your midwife who will arrange this for you
- ◆ Nasal Flu—all those aged 2 and 3 (but not 4 years or older) on 31st August 2019 are entitled to have a vaccination. Please note:- these cannot be given on the Saturday clinics. Please contact us for available dates.
- ◆ ALL flu vaccines are by appointment only—please speak to our Reception Team who will be more than happy to book you in.

**217 appointments were missed in September!**

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.

**Thank you**

### A Note from our Dispensary

Please do not ask for more than 1 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 letter, by completing the repeat slip or a form at our dispensary.

Be aware that our dispensary runs at minimum staffing levels between the hours of 12pm and 2pm. Therefore, we kindly request that ALL NON URGENT telephone queries are made AFTER 2pm. Thank you for your cooperation .

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

[email - kccg.repeatslaunceston@nhs.net](mailto:kccg.repeatslaunceston@nhs.net)



## Health check for 40-74 year olds!

The 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.

If you are unsure if you qualify, please contact the surgery where our patient advisors will be happy to help you .



## 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's or Support Team  
Thank you for your co-operation.**



## 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.

### 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

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).*

Christmas and New Year Surgery Opening



Tues 24th Dec	Normal working hours *closed 1-2.30pm*
Wed 25th Dec	Closed
Thurs 26th Dec	Closed
Fri 27th Dec	Normal working hours
Mon 30th Dec	Normal working hours
Tues 31st Dec	Normal working hours
Wed 1st Jan	Closed
Tues 2nd Jan	Normal working hours

If you have an URGENT NEED to be seen contact 111 or IN AN EMERGENCY CALL 999