



# Petroc Group Practice

## **PRACTICE BOOKLET**

*This booklet is to welcome you to the practice and to explain how you can make the best use of its services.*

## OUR SURGERIES



St Columb Major Surgery  
Trekkenning Road  
St Columb  
TR9 6RS

Tel: (01637) 880359



The Medical Centre  
Boyd Avenue  
Padstow  
PL28 8ER

Tel: (01841) 532346



St Columb Road Surgery  
Parka Road  
St Columb Road  
TR9 6PG

Tel: (01726) 860236



St Merryn Surgery  
St Merryn  
Padstow  
PL28 8NP

# OPENING TIMES

## St Columb Major Surgery

### *Monday to Friday*

*Surgery Open  
8:30am - 6:00pm*

*Consultation times  
9:00am - 5:00pm*

*Late Surgery (Pre-booked)  
5:00pm - 8:00pm*

*Dispensary Open  
9:30am - 13:00pm  
and  
2:30pm - 5:30pm*

## Padstow Surgery

### *Monday to Friday*

*Surgery Open  
8:30am - 6:00pm*

*Consultation times  
9:00am - 5:00pm*

*Dispensary Open  
9:30am - 13:00pm  
and  
2:30pm - 5:30pm*

## St Columb Road Surgery

### *Monday to Friday*

*Surgery Open  
8:30am - 1:00pm  
and  
2:00pm - 5:00pm*

*Consultation times  
9:00am - 5:00pm*

*Dispensary Open  
9:30am - 13:00pm  
and  
2:30pm - 5:00pm*

## WHEN WE ARE CLOSED

If you need medical advice when we are closed, a GP Out of Hours Services provide health care for urgent medical problems outside normal surgery hours.

If you require medical advice out of hours, please call the **Cornwall 111** helpline by dialling 111 from any telephone.

Calls are free from both landlines and mobiles.

111 is available 24/7, every day of the year.

On dialling 111 a team of fully trained advisers and experienced nurses will assess your condition and direct you to the local service that can help you best, when you need it. That could be your GP surgery, an out of hours GP, A&E, a local urgent care centre, emergency dentist or a late opening pharmacist.

### **You should call 999 for life threatening emergencies such as:**

- Major accident or trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness
- Severe chest pain
- Major accident or trauma

This service is provided by the NHS Cornwall and Isles of Scilly Integrated Care Board.

# REGISTRATION

- ***Register as a New Patient***

The doctors welcome new patients who live within our practice area (see map on page 8).

You do not need proof of address or immigration status, ID or an NHS number, however it might help if you have one of the following:

- passport
- birth certificate
- HC2 certificate
- rough sleepers' identity badge
- hostel or accommodation registration or mail forwarding letter

If you are homeless, you can still register with us. You may wish to consider giving a friend's address, a day centre or use the GP surgery address, as your temporary address.

Any additional proof of ID can help us to trace previous medical records and confirm we have the right patient with the national database (SPINE).

You can call in at the reception window and ask about registering. You will be asked to complete a form and questionnaire to register. If you have your medical card, the form is not required.

Or you can find links for the New Patients Registration Form and Questionnaire on our website, which you can print out, fill in and bring with to the surgery to register. It is important to complete both forms.

# REGISTRATION

- *Temporary Patient Registrations*

If you are ill while away from home, or if you are not registered with a doctor but need to see one, please contact your usual GP practice. Quite often they are able to help over the phone, and issue any required medication to your nearest pharmacy.

Otherwise you can receive emergency treatment at your nearest GP practice; for this you will be required to register as a temporary patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

# CATCHMENT AREA

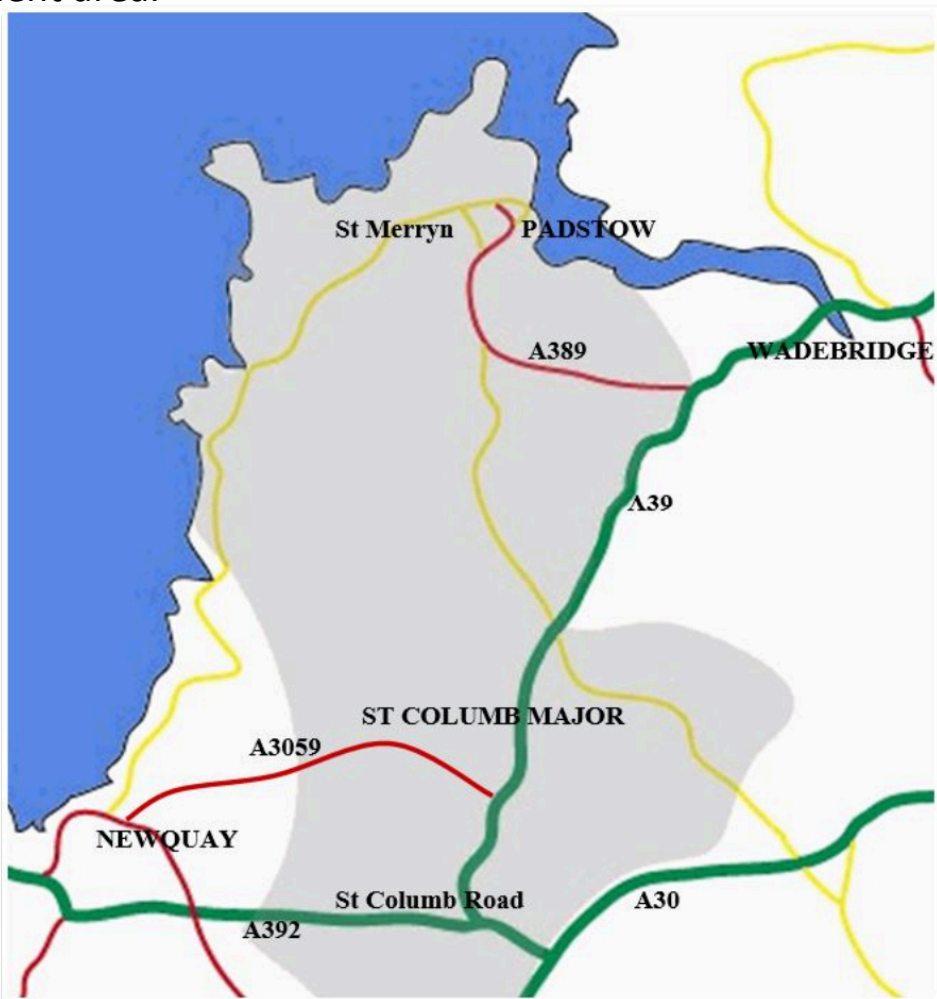
## WHICH AREA DO WE COVER

Below is a map of the area that our surgeries cover.

If you are unsure if you are in our catchment area, you can go to this web address and search for your nearest GP surgery.

- <https://www.nhs.uk/service-search/find-a-gp/>

Otherwise you can ask our reception team if you are living in our catchment area.



# CHANGES TO YOUR DETAILS

- ***Change of name or contact details***

It is important that we have the correct contact details for you.

Please inform us if you have changed your name, phone numbers or email address.

To do this you can either go on our website and update your details via our Klinik form

Or alternatively you can come to our reception and ask to update your details.

It is useful if you can provide legal documentation confirming if you have changed your name (i.e. Marriage Certificate, Deed Poll).

- ***Change of address***

If you have changed address please let us know as soon as possible. You go our on website and complete a Klinik form updating your details here:

<https://www.petrocgrouppractice.co.uk/change-of-personal-details>

Or alternatively you can come to our reception and ask to update your details.

If your address is more than 1 mile to your nearest pharmacy, you may be entitled to receive medications from our dispensary. A change to address may mean a change to how your medications are prescribed and dispensed.

If you have moved to an area outside of our catchment (see previous page\_) then you should register with your nearest GP Practice.

You can check your nearest GP Practice here:  
<https://www.nhs.uk/service-search/find-a-gp/>

Patients may be removed from the practice registered list if they move out of the area covered by their practice; however, they have 30 days in which to make alternative arrangements.



# USING THE RIGHT SERVICE

- *Self-care*

Many common conditions can be treated at home with the support of your local pharmacy if needed. Over the counter products for self care are things like pain relief, hay fever medication and cough and cold remedies.

These items can be bought from pharmacies and supermarkets without a prescription. Keeping a well stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter. Your pharmacist can advise on what you might find useful to keep in your medicine cabinet.

Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help, and when to get advice from your GP or another health professional. If you have a long-term condition, self-care is about understanding that condition and how to live with it.

For more advice on managing your symptoms or condition:

<https://www.nhs.uk/conditions/>

<https://111.nhs.uk/>

You can also get health advice on the NHS App

# PHARMACY FIRST

- *What is Pharmacy First?*

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

## What are the seven common conditions?

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

## How can I access treatment from my pharmacy?

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. As your GP practice we can also refer directly to the pharmacy if your symptoms are suitable.

## How does it work?

What will happen when I arrive at the pharmacy?

The pharmacist will be able to speak to you privately in a separate consultation room. They may perform an examination or ask to access your medical records. The pharmacist will be able to recommend the best course of action on an individual patient basis, including by issuing prescriptions for antibiotics or antivirals where necessary.

Will I have to pay for my medication?

Usual prescription charges will apply for the seven common conditions. Patients that were already exempt from prescription charges will still be exempt.

Our nearest participating pharmacies are:  
Allied Pharmacy, Union Square, St Columb  
Boots at Padstow Market Street, Padstow, Cornwall, PL28 8AL

# MINOR ILLNESSES

- *Help for minor ailments*

If you want help with a common illness such as a cough, cold or diarrhoea, you can contact your local pharmacy for advice and medicine, without having to book an appointment to see your GP.

The NHS Minor Ailment Scheme is for adults and children who are registered with the GP surgery. Medicines can be supplied free of charge to the patient if they are exempt from NHS prescription charges.

## **What minor illnesses are covered?**

Illnesses to consider contacting your local pharmacist about:

- Backache, sprains and strains
- Colds
- Conjunctivitis
- Constipation
- Coughs
- Diarrhoea
- Earache
- Haemorrhoids
- Hay fever
- Head lice
- Headache and fever
- Heartburn and indigestion
- Insect bites and stings
- Mild eczema and dermatitis
- Minor fungal skin infections
- Mouth ulcers
- Nappy rash
- Sore throat
- Teething
- Threadworm
- Thrush

Our nearest participating pharmacies are:

Boots at Kingsley Village Shopping Park, Fraddon, Cornwall, TR9 6NA

Boots at Padstow Market Street, Padstow, Cornwall, PL28 8AL

# MINOR INJURIES

## What to do if you have a minor injury

Contact 111, any time of day or night.

The team can help direct you to your nearest appropriate minor injury unit and provide opening times.

## What injuries can a minor injury unit treat?

Minor injury units can treat a range of conditions which have occurred during the previous 14 days. These include:

- sprains and strains
- broken bones
- minor burns and scalds
- head injuries (but not if someone is unconscious)
- insect and animal bites and stings
- minor eye injuries
- cuts, bruising and grazes

X-ray is available at some of our minor injury units.

## Where you can find out about emergency and urgent care waiting times

<https://www.royalcornwall.nhs.uk/services/urgent-emergency-care/minor-injury-wait-times/>

or download the:



**NHSquicker** app (A&E times Southwest)

These will tell you number of patients currently being seen, and waiting to be seen, as well as the current longest wait time. This is live data.

# OUR SERVICES

- ***Essential Services***

- Health Promotion
- Chronic Disease Management
- Management of patients who are terminally ill
- Management of acutely unwell patients and patients suffering from mental health problems.

- ***Additional Services***

- **Cervical Screening**

For all people with a cervix aged 25-65, we offer 3 yearly checks until age 55 then 5 yearly till age 65 years. Quick, painless screening test to pick up very early changes in the cervix which can be treated to prevent progression to cervical cancer.

- **Contraceptive Services**

All Doctors and nurses can provide you with advice on family planning and contraception, please call to arrange an appointment for contraceptive implant or coil fitting or removal.

- **Wound Care**
- **Routine medical assessments**
- **Smoking Cessation**
- **Immunisations and vaccinations**
- **Joint Injections**

## OUR SERVICES

- *Travel immunisations*

Our Nurses can provide comprehensive travel health advice and arrange for appropriate immunisations. Please arrange an appointment for a travel consultation at least 2 months before departure, if possible. Vaccines need time to take effect and some may require a course over several weeks.

More information about which immunisations are needed for the following regions can be found on our website.

Africa

Central Asia

East Asia

Australasia & Pacific

Caribbean

Central America

Europe & Russia

Middle East

North America

South America & Antarctica

We offer a full travel advice and immunisation service. We would ask that you complete a Travel risk assessment form 2 months before your journey. A copy can be downloaded on our website, or please ask at reception.

## DISPENSARY

We are a dispensing practice but our licence only permits us to dispense to patients who live more than one mile from their nearest chemist.

If you would like to see if you are a dispensing patient and could get your prescriptions from the surgery, please ask at our dispensers.

## PRESCRIPTIONS

The current prescription charge is £9.90 per item.

Prescription charges are for each item not each prescription. For example, if your prescription has 3 medicines on it you will have to pay the prescription charge 3 times.

The NHS Prescription Charge is a contribution to the NHS; it is not a payment to the surgery or its dispensary and it is not related to the cost of your medicine(s).

Some items are always free, including contraception and medicines prescribed for hospital inpatients.

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).

We are using the Electronic Prescribing Service (EPS) which enables us to send your prescriptions electronically to the Pharmacy of your choice. Speak to our Dispensers or Clinicians if you need to change your nominated Pharmacy.

# NHS PRESCRIPTION CHARGES

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £9.90
- 12-month prepayment certificate (PPC): £114.50
- 3-month PPC: £32.05
- a hormone replacement therapy (HRT) PPC costs £19.80 and will save you money if you need more than 2 prescribed qualifying HRT items in a year.

If you will have to pay for four or more prescription items in three months or more than 14 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line 0300 330 1341
- General Public - Buy or Renew a PPC On-line

To buy a PPC online go to this web address:

<https://buy-prescription-prepayment-certificate.nhsbsa.nhs.uk/start>

To buy a PPC online go to this web address:

<https://health-charge-exemptions.nhsbsa.nhs.uk/buy-hrt-ppc/start>

There is further information about prescription exemptions and fees on the NHS website.



# REPEAT PRESCRIPTIONS

If you are over the age of 16, take regular medication and your doctor feels your medicines can be repeated without you being seen each time, you will normally be given a computer repeat prescription slip - a tear-off portion of your prescription - listing your medication.

This repeat slip includes details of each medication available for you to order, the date that it was last ordered, the date you will be due to re-order it and the number of issues/or the number of times you may reorder the medication before you need to see the doctor for a medication review. Please keep this slip safe.

To request a repeat medication, tick the box next to the name of the medication. You will need to order your medication ideally 5 working days before you run out, remember to take Public Holidays in to account.

You can either request your repeat online (through our website),

the NHS app

Post the white slip in our letterbox at our surgeries at Padstow or St Columb Major. Or alternatively, if you have lost your slip, you can write the following details on a piece of paper:

- Name:
- Address:
- Date of Birth:
- NHS No (if you have it)
- Repeat medication needed: include medication dosage, number of tablets required.
- Date requesting.

We cannot take a repeat prescription request over the phone.

If the doctor has indicated that you need to be seen prior to your next prescription it is because you require medical checks in order to assess that the medication that you are on is still correct. In this case please make an appointment to see a doctor two weeks before your medication is due. Please give 5 working days notice when requesting repeat prescriptions.

# ACUTE PRESCRIPTIONS

## **Acute Prescription**

An acute prescription is typically issued for a short-term or immediate medical need. This type of prescription is often used when a new medication is being tried, or when a medication is needed for a specific, temporary condition. For example, antibiotics for an infection or pain relief for an injury would usually be prescribed as an acute prescription. These prescriptions are not automatically renewed, and you would need to see your GP again if you require more of the medication.

## **Repeat Prescription:**

A repeat prescription, on the other hand, is used for medications that you need to take on a regular basis for a chronic or long-term condition. Once your GP has determined that a medication is suitable for ongoing use, it may be placed on repeat prescription. This means you can request a new supply of the medication without needing to see your GP each time, although regular reviews will still be necessary to ensure the medication remains appropriate for your needs.

## **Controlled Drugs:**

Controlled drugs are medications that have stricter regulations due to their potential for misuse or dependence. These include certain painkillers, sedatives, and stimulants. Because of these risks, controlled drugs are not routinely given on repeat prescriptions. Instead, they are usually prescribed on an acute basis, with careful monitoring and regular reviews by your GP. This ensures that the medication is being used safely and effectively, and allows your GP to make any necessary adjustments to your treatment.

# PRESCRIBING OF OPIOIDS

Patients should be aware we have an opioid prescribing policy.

## **What Are Opioids?**

Opioids are medications used to relieve serious short-term pain. However, using them for more than three months in non-cancer pain can lead to dependence and addiction, even at therapeutic doses. Long-term use may also cause increased sensitivity to pain, known as hyperalgesia.

## **General Practice Standards:**

- Opioid prescriptions are decided after discussing goals, risks, and benefits with your GP. You may need to confirm your consent in writing.
- Care requirements may be complex, and referrals for ongoing care might be necessary.
- We maintain a zero-tolerance policy for abuse towards staff.

## **Opioid Prescriptions:**

- Strong opioids are not typically added to repeat medication lists.
- A maximum of a 28-day supply is issued at a time.
- Lost prescriptions or early requests are only issued in exceptional circumstances, requiring a lost medication form.
- Prescriptions will include full directions to avoid misuse.

## **Reviewing Opioid Use:**

- Patients on long-term opioids will be reviewed every six months to discuss weaning off the medication.
- New opioid treatments are reviewed within 2-4 weeks to assess effectiveness.
- If opioids are ineffective, they should be stopped.
- High doses increase risk without added benefit; tapering requires careful planning.

## **Co-Prescribing with Benzodiazepines:**

- Co-prescribing opioids with benzodiazepines increases risks of sedation and respiratory issues.
- If necessary, the lowest doses for the shortest time will be used, with careful monitoring.

Resources: Visit the 'My Live Well With Pain' website for resources on managing pain effectively. Discuss any concerns with your doctor or pharmacist.

## WHEN VISITING THE SURGERY

- *Chaperones*

Please inform the clinician if you would like a chaperone present during any examination. We adhere to local and national guidelines when chaperoning and all staff are aware of the need for confidentiality. We aim to provide a safe and comfortable environment for everyone attending one of our surgery sites.

- *Training*

We are committed to the future of our medical profession and as a consequence we sometimes have medical students with us during the year, observing clinics and seeing patients under supervision. We will inform patients when a medical student is in the practice and you may of course request not to see or have a medical student present during your consultation.

- *Patients' rights and responsibilities*

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. If you need to be seen urgently, and your preferred clinician is not available, you will be offered an appointment with the next appropriate clinician.

All patients will be assigned an accountable GP on registering.

We are offering health checks to patients. However, this is currently a limited service, but aim to expand as we train up the relevant clinicians.

(See the practice website for a full list of your rights and responsibilities).

# HOME VISITS

The home visiting service run by Primary Care Network paramedics is designed to provide medical care to patients who are unable to visit their GP practice due to mobility issues or other health-related constraints.

Here's a general overview of how such a service operates:

- Our paramedic team are trained to provide a range of medical assessments and treatments in a patient's home.
- Patients requiring a home visit, will be triaged by the Assessment Team based on clinical need and the patient's inability to attend the practice. Typically, patients that are housebound are those that are currently unable to attend other services for blood tests or hospital appointments, are referred and being visited by the community district nursing team, or are temporarily incapacitated, which maybe due to a recent hospitalisation or injury.
- Paramedics can perform various tasks, including conducting health assessments, managing chronic conditions, administering medications, and providing urgent care when necessary. They work under the supervision of a GP or another senior clinician.
- The paramedics coordinate with the patient's GP and other healthcare providers to ensure continuity of care.
- Paramedics are equipped with the necessary medical equipment and have access to patient records to provide informed care. In cases where there may be safety concerns, they may be accompanied by another healthcare professional or support personnel.

The service aims to provide personalised care tailored to the individual needs of the patient, ensuring they receive the appropriate medical attention in the comfort of their home.

# ABUSE IS NOT IN A DAY'S WORK

NHS



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

## NHS ZERO TOLERANCE

As an employer, the practice has a duty of care for the health, safety and wellbeing of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health.

All patients and staff are expected to behave in an acceptable, respectful manner. Staff should not be left upset and distressed following an interaction with a patient.

Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work is unacceptable and not tolerated.

This includes the serious or persistent use of verbal abuse, aggressive tone and/or language and swearing/foul language.

We may remove any patients from our list if they are violent or threatening towards staff or other patients in accordance with our Zero Tolerance Policy.

# MEET OUR TEAM

## Our GP Partners

The practice is run by the following GP Partners

- ***Dr Dominic Brown***

*MBChB, BSc, MRCGP, MRCP*

- ***Dr Tom Blake***

*MBChB(Leeds 2000), MRCGP*

- ***Dr Katy Jenkins***

*MB ChB (Bristol 2002)*

- ***Dr Dan Smith***

*MB ChB (Sheffield 2010)*

- ***Dr Ben Hall***

*BM BS MRCGP (Exeter & Plymouth 2012)*

# MEET OUR TEAM

## Our Salaried GP's

- **Dr Valerie Kent**  
*MBChB (Aberdeen 1997), DCH, DFRSH, MRCGP*
- **Dr Rebecca Harvey**  
*MBBCh (Cardiff 2001) MRCGP(2006) DFFP, DPD*
- **Dr Suzie Kitson**  
*BM BS (Brighton & Sussex 2010) MRCGP*
- **Dr Volodymyr Hlamazda**  
*Vrach (Vinnica State Medical University–named after N I Pirogov 1998)*
- **Dr Nicola Houlder**  
*BM BS (University of Southampton 2016)*
- **Dr Megan Marshmann**  
*BM BS 2016 Universities of Exeter and Plymouth*
- **Dr Daniel Kingston**  
*MBBS (Univ.of Newcastle upon Tyne 1997), DFFP, APLS , ATLS*
- **Dr Carien Du Toit**  
*MB ChB 1994 University of Pretoria*



# MEET OUR TEAM

## Other Doctors Working Here

Some of our doctors are GP Trainers. As a training practice, we accept GP trainees, who are fully qualified, experienced doctors, studying more about General Practice, before becoming a GP.

We occasionally have temporary doctors, for example, to cover for our regular GPs when on long term leave.

- *Trainees for New GP's*

- *Medical Students*

- *GP Locums*

## Paramedics - Home Visiting Service

Providing our home visiting service, as well as additional support for our clinics

- *Joh McLoughlin*

- *Fiona Edrich*

- *Mike Tonks*

- *Gemma Evans*

# MEET OUR TEAM

## Clinical Pharmacist

Clinical pharmacists in GP surgeries can help resolve day-to-day medicine issues, prescription queries and consult with and treat patients directly. This includes providing help to manage long-term conditions, advising those taking multiple medicines (polypharmacy) and delivering clinical advice about treatments. Our Clinical Pharmacists will conduct medication reviews with patients.

- *David Nickels*

- *Sian Shaw*

## Pharmacy Technician

The Pharmacy Technician's role is to support the delivery of safe, effective and efficient systems for medicines optimisation, repeat prescribing, reducing medicine waste and maximising patient outcomes.

- *Zoe Tilyard*

## Physiotherapist - First Contact

Qualified physiotherapist can support patients with musculoskeletal (MSK) problems. They can advise patients and signpost or refer to other clinicians or services where appropriate. This includes referring for X-Rays and Scans.

- *Aggie Hiron*

# MEET OUR TEAM

## Advanced Practitioners / Nurse Practitioners

Advanced Nurse Practitioners are very experienced Registered Nurses who have undertaken additional postgraduate clinical training and academic qualifications, usually to a Masters degree. They are able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems. They work alongside GP colleagues, seeing patients autonomously but, as with their GP colleagues, always have access to specialist advice when necessary.

- ***Debbie Lackey***

*RGN, Dip HSW, BSc Hons Health Studies, RCN NP Award, Extended/Supp. Nurse Prescriber*

- ***Dan Vokes***

- ***Narrisa Kelland***

- ***Tim Puffer (Apprentice)***

- ***Hannah Brewer (Apprentice)***

- ***Charlotte Tonks (Apprentice)***

# MEET OUR TEAM

## Practice Nurses

Our nurses are available by appointment. They will change dressings, remove sutures, perform immunisations, INR monitoring, smear tests, etc. They also provide specialist advice on diabetes care, asthma, COPD and heart disease.

- ***Becky Nicholls***

*Lead Nurse, RGN*

- ***Sarah Dawson***

*Lead Nurse, RGN*

- ***Alistair Hawken***

*RGN, Diabetes Nurse*

- ***Jan Brewer***

*RGN, INR monitoring, Vaccinations,*

- ***Alison Murton***

*RGN, COPD and Asthma Nurse*

- ***Jayne Nicholson***

*RGN*

- ***Suzanne Brooks-Askey***

*RGN, COPD, Chronic Conditions Nurse*

# MEET OUR TEAM

- *Lucy Vagg-Williams*

*RGN*

## Healthcare Assistants

Our Healthcare Assistants carry out blood tests, blood pressure monitoring, ECGs and additional services based on skills and experience

- *Rachel Jenkins*

*Senior HCA*

- *Teresa Vincent*

*HCA*

- *Yvette Teale*

*HCA*

- *Deanie Groom*

*HCA*

- *Lesley Hawken*

*HCA*

- *Louise Sanderson*

*Phlebotomist*

# MEET OUR TEAM

## Social Prescribers

Social Prescribers are an integral part of our practice, with a team now working in our Primary Care Network.

Your Health can be effected by many factors such as stress, unemployment, debt, loneliness, lack of education and support in early childhood, insecure housing and discrimination can affect 30-55% of our health outcomes. This is why the concept of 'social prescribing' has been introduced by the NHS to provide an integrated and holistic approach to healthcare.

Any member of your GP practice team may suggest a referral to a social prescriber. A social prescriber will then have an appointment with you to discuss your situation, assess your needs and advise you of support available in your community.

- ***Emma Seward-Adams***

*Social Prescribing Lead and Health Coach*

- ***Sarah Webber***

*Social Prescribing Link Worker*

- ***Sam Clifford-Smith***

- ***Izzy Webb***

*Health Coach*

# MEET OUR TEAM

## Management Team

- *Emma King - Practice Manager*
- *Lerryn Wade - Deputy Practice Manager*
- *Lucy Murt - Deputy Practice Manager*
- *Louise Curtis - Dispensary Manager*

## Reception - our care navigators

Our care navigators are your initial point of contact for general enquiries. They can help you complete a Klinik econsult, if you are unable to go online.

They are able to provide basic information on services.

## Medical Secretaries

We have a team of medical secretaries that help the GP's manage their documents, process referrals and request advice and guidance on the behalf of the GP's.

## Dispensary Team

Our dispensing team work closely with our GP's and Clinical Pharmacist. Their roles include managing prescription queries, EPS, repeat prescription, blister packs and medication reviews.

All Medication queries and requests can now go through Klinik and will be received by the Dispensary Team to manage.

# HOW TO REQUEST AN APPOINTMENT

- *How we are working*

We now ask all patients to use our new online consultation form called Klinik via our website where possible.

This can be found at our website under the button Klinik or accessed when available here:

**<https://access.klinik.co.uk/contact/petroc-group-practice>**

This service is only available to patients registered with Petroc Group Practice. The practice opening hours are from 8:30 until 6pm. The Klinik for will be available between 8.30 am to 12 pm. Please make sure to complete your form and submit before the closure time or your information will be lost.

Our clinical team aim to review all clinical enquiries that are submitted before 4 pm on the same working day, and you will be contacted in due course as appropriate. Clinically urgent enquiries will be prioritised, but we may ask you to contact another service, or attend A&E if necessary. Any routine queries regarding ongoing chronic conditions, will be triaged and given appointments according to need.



- *Why are we using Klinik*

We are contractually obliged to have an online patient contact system. The reasons we have chosen to implement the Klinik system:

- Klinik is very user friendly. The layout of the system should make it easy to highlight patients' issues and the questions asked are more relevant to specific issues.
- Questions asked are less repetitive.
- Klinik is more individualised and the responses you give will affect the questions the system asks.
- Klinik is also personalised to our surgery rather than a generic questionnaire.
- Klinik allows all incoming consultations to be triaged and assessed fairly.

Everybody contacting the surgery will go through the Klinik process, ideally completing the online form themselves. Any patients contacting the surgery by phone or in person, will be asked to go online. If patients do not have access to the internet, our reception team will take their name and contact details and a call back arranged so that one of our team can guide them through the process over the telephone.

Our aim is to make access to our appointments safe, fair and based on clinical priority. For these reasons, we will be using Klinik, an NHS approved, online sorting ("triage") system. Triage is the assignment of degrees of urgency to decide the order of treatment for a large number of patients.

The Klinik Forms are sent to our doctors working in our Klinik duty team, to be triaged and patients will be contacted with the triage outcome either by a GP or Care Navigation team in due course.

We, like most practices around the country, are dealing with an unprecedented demand and we hope that this change will help us to manage that demand and improve patient experience.

- ***If you have a new medical problem...***

The system will take you through a series of questions. If you are unable to access or use Klinik online, the reception team will ask you the same questions and will input your answers on your behalf.

Depending on the nature of your main symptom you will be asked some further questions. This will help us direct your request to the right person and make sure urgent problems are highlighted quickly.

We will have an 'assessment team' including an experienced GP reviewing new submissions throughout the day and acting on them as appropriate. This may mean they telephone you for more information, arrange a telephone consultation, send you a text, book a face-to-face consultation or schedule a home visit.

- ***If you have a new medical problem...***

Use the 'ongoing health problem' option if your symptoms haven't improved. You will be asked to fill in some details and you may want to include information about why you need follow-up, who your last appointment was with, and how long ago it was.

- ***Will I be able to see a GP?***

One of our central aims is to prioritise continuity of care. If you have a long-term problem or need routine follow-up with a specific clinician, your query will be reviewed by the team and actioned according to clinical need. Another strength of this new approach is that we have oversight of all daily requests for appointments, and this will help make sure your appointment is with an appropriately qualified health professional. This may not be a GP. You can find out more about our team in this leaflet, under Meet the Team.

## ACCESS TO OUR BUILDINGS AND SERVICES

- ***Accessibility***

We make every effort to make the surgery accessible for disabled patients. There is access through the main door and we have a wheelchair available for use in surgery.

There are disabled parking bays located near the entrance of our surgeries at St Columb Major and Padstow.

There are disabled toilets located nearest the waiting room.

- ***Hearing difficulties***

If you are experiencing hearing difficulties when being called in to see the doctor or nurse, please do let us know in order for us to set up an alert on your medical records and personally collect you from the waiting room. Alternatively, we do have the facility of a portable induction loop. If you would like to use this, please ask at reception for assistance.

- ***Interpreters and translation services***

If you would like an interpreter to assist you during appointments, please let us know when you request an appointment, so that we organise one for you. This service does have to be booked in advance, and is provided by Language Empire on behalf of the NHS.

## CONFIDENTIALITY & ACCESS TO MEDICAL RECORDS

The health information you share with us is kept in your medical record which helps us to care for you. Doctors, nurses and other health professionals need access to your records on a need to know basis. All staff employed by the NHS have a duty of confidentiality to ensure that your information is not disclosed inappropriately and we work to an NHS code of conduct for handling your personal information.

You are entitled to access your medical records under General Data Protection Regulations.

You can access your full medical record going forward via the NHS app.

To discuss your needs please contact our reception team.

## PATIENTS HAVE A RESPONSIBILITY TO:

- To use our services in an appropriate manner.
- Cancel a pre-booked appointment if they cannot attend
- Maintain a good working relationship with the practice
- Treat staff with courtesy and respect

# MISSION STATEMENT AND VISION

## • *Mission*

The Petroc Group Practice aims to provide patients with high quality personal care and to seek continuous improvement in the health status of the whole practice population. We aim to achieve this by developing and maintaining a team-based approach which is responsive to patients needs and expectations.

## • *Vision*

- We aim to provide the best possible outcomes for our patients in a safe and welcoming environment. Our Doctors and staff are approachable, respectful and patient-centred.
- We aim to treat all patients, carers and staff with dignity, respect and honesty.
- We will act with integrity and complete confidentiality.
- We aim to provide patients with chronic diseases with excellent evidence-based care closer to home where possible.
- We aim to encourage patients to maintain a healthy lifestyle and access screening services.
- We aim to promote continuity of care so far as is possible.
- We aim to safeguard children and adults by adopting best practice, local guidelines and pathways.
- We aim to be a Centre of Excellence for teaching and training of GP Registrars, Nurses and medical students.
- We will continue to invest in our staff, diversifying and developing our skills and knowledge base to ensure that we have a highly skilled, resilient, and adaptable work force to meet the needs of our patients and communities.
- We aim to use technology smartly to improve the efficiency and effectiveness of our administration, patient contact and clinical activity.
- We aim to support the development through a greater understanding and treatment of disease through proactive engagement with research projects.
- We aim to work with local practices where appropriate to improve the health of our patients within our community.
- We aim, through monitoring and auditing, to continue to improve our healthcare services.
- We will operate in the spirit of and in accordance with the legislation of diversity and equality.
- We as a practice has signed a Declaration of a Climate Emergency and has a Practice Policy on Sustainability

# NHS ENGLAND CONTACT

Petroc Group Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

# INTEGRATED CARE BOARD

The Integrated Care Board is **NHS Cornwall and Isles of Scilly**

Telephone: 01726 627800

Email: [Ciosicb.primarycare@nhs.net](mailto:Ciosicb.primarycare@nhs.net)

Address: NHS Cornwall and Isles of Scilly

Part 2S, Chy Trevail, Beacon Technology Park, Dunmere Road, Bodmin, PL31 2FR

This leaflet was produced from the Patient Information Leaflet Policy dated 15th November 2024

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.




## **COMMENTS, SUGGESTIONS AND COMPLAINTS**

We are passionate about providing the best possible care to all of our patients at all times. This includes the service they receive from both the clinical and administrative teams. We would like you to tell us what you think about the service.

We take all complaints seriously, investigating and acting upon them appropriately in order to maintain our high standards and reduce the risk of future mistakes. Complaints will be responded to in a timely manner and are handled in accordance with NHS guidelines.

If you have any comments, feedback or complaints, you can do so via our website, or by asking at reception to either leave feedback or for a copy of the complaints procedure.



## HOW TO GET IN TOUCH

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website.

- ***Website***



[www.petrocgrouppractice.co.uk](http://www.petrocgrouppractice.co.uk)

- ***Klinik form***



<https://access.klinik.co.uk/contact/petroc-group-practice>

- ***Phone***

St Columb Major Surgery



01637 880359

Padstow Medical Centre



01841 532346

St Columb Road Surgery



01726 860236

St Merryn Surgery



01841 520394