



Stennack Surgery
The Old Stennack School
St. Ives
TR26 1RU

Tel: 01736 793333

www.thestennacksurgery.co.uk

June 2018

On behalf of
The Partners and staff

Welcome to the Stennack Surgery

We aim to provide a high quality and caring General Practice. We value our patients, community and staff, working collaboratively as a team to provide responsive and personalised care combining the best traditions of general practice with modern evidenced medicine.

The Stennack Surgery is fully registered with the CQC

Brief Facts about our Practice

- ◆ We have a patient list size of over 12,500
- ◆ We receive an average of 600 telephone calls daily.
- ◆ We offer approximately 350 clinical appointments each day.
- ◆ Phone lines are open between 8am and 6.30pm Monday – Friday (8-8.30am, 1-2pm & 6-6.30pm for Urgent calls & MIU only)
- ◆ We have a website that gives more information about the services we offer at the Surgery www.thestennacksurgery.co.uk
- ◆ Patients can request repeat prescriptions, and make appointments online: www.thewaiting-room.net
- ◆ We have a **Minor Injury Unit**, which is open 8am – 8pm – Monday to Friday, including Bank Holidays. (Except Christmas Day, Boxing Day and New Years day)
- ◆ We operate a 'Same Day Service' for patients that need to be seen on the day.
- ◆ We provide a 24 hour / 7 day a week automated prescription request service - 01736 792177

Please note that the Stennack Surgery is not a walk-in centre. Patients require an appointment to be seen unless they are attending the Minor Injuries Unit

Repeat Prescriptions

The Stennack Surgery uses Electronic Prescribing

This is an efficient way of having your prescriptions directly transferred to your chosen pharmacy and can send your script directly to any local chemist.

Using electronic prescribing is an efficient way of having your prescription transferred to your chosen pharmacy, making it easier for you to collect your medication

You can request your repeat medication in a number of ways:

- ◆ By calling our 24/7 telephone service on 01736 792177
- ◆ Online at www.thewaiting-room.net
- ◆ By handing your repeat slip into any one of our local chemists

You must allow 48 working hours BEFORE returning for collection.

You can collect your prescription from several local chemists. Some of the local chemists provide a home delivery service – please check with them

Boots Stennack	Boots High Street
Leddra Pharmacy	Carbis Bay Pharmacy
Foundry Hayle	Copperhouse
Boots Hayle (Marsh Mills Roundabout)	

Clinicians at the Stennack Surgery

GP Partners

Dr Rupert Morrall MBBS, BSc, MRCGP, Dip Paeds, Dip O&G, DFFP, PGCert Med Ed

St Mary's Hospital Medical School, London

Rupert has had hospital jobs in Devon, Cornwall and New Zealand. He became a Partner at the Stennack in 2007. His areas of interest include education and he is involved with both the Peninsula Medical School and The Foundation Programme, as well as dermatology and the development of primary care in the St Ives area.

Dr Daniel J Rainbow MBBS BSc DFFP DRCOG MRCGP

St Mary's Hospital Medical School, London - 1996

Having been brought up near Constantine, Dan moved to the St Ives area in 2000 and joined the Practice as a partner in 2002. Whilst his clinical interests include diabetes care and end of life care, he is a strong advocate of GPs being able to offer 'cradle to grave' generalist care. Dan is also one of two GP Trainers within the practice and is also involved in the Penwith locality commissioning group.

Dr Sarah Shaw MBBS BA(hons) MRCGP DRCOG DCH DFFP

Sarah trained at Oxford University and Charing Cross and Westminster Medical School. After working in hospital jobs at home and abroad she entered the Cornwall GP training scheme, joining the Stennack Surgery as a trainee in 2003 and as a partner in 2006. Her interests include women's health, sexual health and young people, integrated medicine and education. She is a GP trainer.

Dr William Webb MBBS, MRCGP, BSc, DRCOG,

Will was brought up in Somerset, trained in London and settled in Cornwall in 1999, interrupted by 6 months working in A&E in Melbourne, Australia. Will looks after the residents of Trewartha and Headlands Nursing Homes and is the lead GP for prescribing.

Salaried GPs

Dr Anna Morris MBBS MRCGP DCH DRCOG Guy's Hospital Medical School

Anna has been at the Stennack since 1999. Anna enjoys all aspects of general practice. She looks after the residents at Trewidden Nursing Home.

Dr Hugh Savage MBChB, MRCGP

Hugh trained at the University of Birmingham and graduated in 2006. His special interests are general medicine and muscular skeletal problems. Outside of medicine most of his time is spent with his young family, with extra hobbies of sailing, cycling, running and trying to grow things in the garden.

Dr Susanne Wauchope

Currently on Maternity Leave

Dr Jane Lucas-McGrath MBChB (Hons), MRCGP, DFRSH, CDPD

Jane trained in Birmingham and her special interests include dermatology and women's health.

Dr Michael Beswick

New Salaried GP from 1st October 2018

Dr Frances Fuller

Currently Covering Maternity Leave

Our Clinical Pharmacist is Sara Dias-Oliveira

Sara graduated in September 2008 from the Pharmacy Faculty part of Coimbra University, in Portugal. Since then, I have been a community pharmacist.

In January 2017, Sara was seconded from Walgreens Boots Alliance, to join the NHS pilot Clinical Pharmacists in General Practice. Sara is involved in safely reauthorising medication, discharge management, answering medication-related queries from the wider practice team and patients and undertakes medication reviews to support people's concordance to their medication either face to face or over the phone.

Organisation of our General Practice

Our doctors are:

Dr Dan Rainbow	Dr Hugh Savage
Dr Will Webb	Dr Susanne Wauchope
Dr Sarah Shaw	Dr Michael Beswick
Dr Rupert Morrall	Dr Frances Fuller (covering leave)
Dr Jane Lucas-McGrath	
Dr Anna Morris	

As a training practice we also have GP Specialist Trainees (qualified doctors training to be GPs), F2 Trainees (qualified doctors in the second year of their Foundation Programme) and medical students from years 3, 4 and 5 who hold regular surgeries.

All trainee clinics and student appointments are supervised by a GP.

When our doctors are absent on holiday or in training we may employ locums. These are fully trained and registered General Practitioners. If you are asked to see one of them rest assured you will receive the same care and attention as you would from your own doctor.

Our Nurse Practitioners are: Ms Kate Stuart
Ms Susanna Miller
Ms Julie Oliver

Our Practice Nurses are: Mrs Ann Green
Ms Thea Barlow
Ms Sarah Robinson
Ms Helen Nicholls

Our Health Care Assistants are: Ms Sarah Smith
Ms Beth Reyhani
Ms Charlene Jones

Doctor Clinics

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Hugh Savage	✓	✓		✓	✓
Dr Michael Beswick		✓	✓	✓	✓
Dr Dan Rainbow		✓	✓	✓	✓
Dr Will Webb	✓	✓		✓	
Dr Rupert Morrall	✓		✓		✓
Dr Sarah Shaw <small>(On Maternity Leave)</small>		✓	✓		✓
Dr Anna Morris	✓			✓	
Dr Susanne Wauchope <small>(On maternity leave)</small>	✓		✓		
Dr Frances Fuller <small>(Covering)</small>	✓				✓
Dr Jane Lucas-McGrath	✓	✓		✓	

Appointment Times

Our doctors offer 10 minute appointments. Some problems may take longer to sort out than was anticipated, but if you feel you will need more time please say when booking your appointment. It may be possible to give you a double appointment.

Appointments

On-line booking

You can book an appointment to see your doctor by ringing the Surgery or using our on-line booking facility called 'The Waiting Room'. By using the Waiting Room you can book an appointment 24 hours a day. If you would like to use this service then please speak to the Reception team to get registered.

Same Day Service

Whilst we positively encourage patients to book appointments in advance we recognise that for clinical reasons some patients need to be seen 'on the day'. If you need to be seen on the same day you may be booked in to our **'SAME DAY SERVICE'**.

Our Same Day Service is staffed by our team of specialist Nurse Practitioners, supported by the Same Day Doctor. Our specialist nurses have undergone a great deal of clinical training to enable them to assess, treat and manage your symptoms. The 'Same Day Service' is offered as a complete package. If you require a prescription – you will be issued a prescription, if it is decided that you need to see a GP – you will be seen by a GP.

As well as offering routine GP clinics at the surgery, our GPs also look after the patients at several local nursing homes and the Edward Hain Hospital. Some of the GPs are also involved in commissioning projects and run specialist clinics both in the surgery and across the County. Due to these and other personal commitments our GPs are not available at the surgery every day.

Seeing your GP

We understand the benefits of trying to see the same GP for the same problem and appreciate the difficulty and frustration of trying to maintain continuity of care. We have therefore introduced a new "POD" system. The GPs work in small groups across the week, not only covering each other's daily paperwork, prescriptions and pathology results, but also seeing each other's patients when necessary. When your usual doctor is not available, you may ask to see another GP from the same "POD".

POD 1	POD 2	POD 3
Dr Dan Rainbow	Dr Rupert Morrall	Dr Sarah Shaw (currently on Maternity leave)
Dr Hugh Savage	Dr Will Webb	Dr Anna Morris
	Dr Susanne Wauchope	
GP Registrar	Dr Frances Fuller	

Visits

Doctors find it increasingly difficult to fit in to their working day all that is required and home visiting has had to become far less commonplace than it once was. We do ask patients to try very hard to arrange transport to the surgery, using taxis, public transport and friends and we would encourage people with time and transport to please offer their help to relations and neighbours who find transport difficult. However, if clinically necessary, our doctors will arrange a visit.

Our Priorities for 2018/2019

When considering our priorities for the coming year we have taken into consideration both the result of our patient surveys and feedback received from patients

- ◆ To continue to provide an integrated, caring health service
- ◆ To constantly monitor our performance, specifically around availability of appointments and access to the practice by telephone
- ◆ To extend the reach of our Patient Participation Group
- ◆ To expand our 'on line' facility to allow some appointments to be booked via our web site:
www.thestennacksurgery.co.uk and stream line our repeat prescribing request facility.
- ◆ To ensure our patients are kept up to date with all the developments and new services being provided in the practice.

Clinics & Services

As a Practice we offer a number of clinics and services,

- ◆ Minor Injury Unit - walk in service, no appointment needed
- ◆ Same Day Service - provided by highly qualified Nurse Practitioners and GPs
- ◆ Appointments until 8pm, Monday to Friday
- ◆ NHS Health Checks
- ◆ Minor Surgery
- ◆ Substance Misuse Service
- ◆ Influenza & pneumonia vaccine for at risk patients
- ◆ Travel advice & vaccinations
- ◆ Cervical Screening (Smears)
- ◆ Full Contraceptive Service
- ◆ Review of Chronic diseases such as diabetes, heart disease, hypertension, asthma, COPD and mental health
- ◆ Child development examinations
- ◆ Stop smoking service
- ◆ Full range of in house diagnostic tests including: 24 hour blood pressure monitoring , 24 hour ECG monitoring and blood tests
- ◆ Emergency Contraception
- ◆ Antenatal Care

Any patient with a chronic disease, such as diabetics, heart problems, asthma or COPD, CKD or hypertension is invited to attend an annual review at the surgery, in line with the department of health guidelines. This can involve taking samples of blood, urine, checking blood pressure and weight, or undertaking breathing tests.

Once these checks have been made, the patient is usually asked to make a follow up appointment to either by telephone or face-to-face with the lead nurse that specialises in that particular disease to discuss the test results. At this second appointment a medication review is also undertaken to ensure that the patient is on the optimum medication for their condition. All the above is specifically undertaken to ensure the patients general health is at its maximum potential.

Our Practice Management Team

Our administration team is a crucial part of our organisation. The reception and administration staff provide essential support to complement the clinical team in the delivery of excellent patient care.

Miss Lydia Hale	Practice Manager
Mrs Fiona Vinnicombe	Deputy Practice Manager
Miss Jenna Oliver	Operations Manager
Mrs Jane Cockerill	Operations Manager
Mrs Suzy Cole	Management Support
Mrs Sue Hall	Management Admin Support
Mrs Julia Ing-Simmons	Finance Manager

Our reception and administration team are:

Mrs Pam Armitage	Mrs Julie Couch
Mrs Lee Berryman	Ms Cassie Hall
Mrs Linda Petzing	Mrs Liz Hutchinson
Mrs Helen Smith	Ms Linda Paterson
Mrs Emma Humphries	Mrs Carolyn Leloch
Mrs Sarah Newbury	Mr Martin Smith
Mrs Ann Gerrish	Ms Emma Hirons
Ms Jemma Hicks	Ms Stephanie Deane
Ms Felicity Lemmon	

Car Parking

The Stennack Surgery has a limited number of car parking spaces for use by our patients for the duration of their appointment. In order that this facility can be used by as many of our patients as possible **you are asked to remove your car from the car park as soon as you have completed your appointment within the surgery.**

Out of hours the car park is operated as a fee paying car park, notices are displayed detailing times and charges.

All drivers abusing the parking facility may find their vehicle clamped.

Insurance Medicals

You may be asked by various commercial organisations e.g. insurance companies, or by government bodies, e.g. driving authorities, to have a medical examination. This is not a part of the GP's statutory duties & for this work either you or the requesting organisation will be charged accordingly.

Non-NHS Services/ Charges

In addition to the above we charge for various other items including letters supporting appeals, private sick notes, private medicals and some travel vaccinations. Please refer to the notices in the waiting room or ask at reception for details.

Confidentiality

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist will stay confidential.

- ◆ No unauthorised person will have access to your records at any time.
- ◆ You may have access to your own medical records but not to any one else's (unless you have been authorised to do so by the patient in writing).
- ◆ Even if you are under 16 nothing will be said to anyone including parents, other family members, care workers or tutors without your permission. The only time we may have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first. **The practice has been awarded the 'EEFO Kitemark'.**

Zero Tolerance

Violent, abusive or aggressive behaviour, either verbal or physical, shown to any member of staff or other patients within the building will not be accepted. Any patient displaying such behaviour will receive a letter from the Practice Manager stating that any repeat may result in removal from the practice list.

Research

The Practice is actively involved in research to help improve treatment of illness and improve patient wellbeing.

The Practice is part of the Primary Care Research Network and all the research carried out here has been thoroughly checked and approved by ethical committees.

You may be asked by the doctors or nurses whether you would be interested in participating in a study. Your participation is entirely voluntary. If you decline, it will not affect your care from the Practice in any way. If you decide to join, you may leave the study at any time without explanation.

Disabled Access

There is wheelchair access to the Stennack Surgery and to the ground floor consulting rooms. Please let the receptionist know if you prefer not to climb stairs, as it can be arranged for you to be seen on the ground floor.

Out of Hours - Cornwall Health

When the surgery is closed, bank holidays, weekends and from 6.30p.m to 8.30a.m weekdays, an URGENT service is provided by Cornwall Health. They operates throughout Cornwall, with its central office located in Truro, here there are both clinical and non-clinical staff on duty who will arrange for you to be advised and, if necessary, seen, by a doctor or nurse. Please remember this is an **URGENT** service only.

To contact this service Dial 111.

Test & X-ray results

Most of these come to us via computer links with the hospital service. Whilst we will endeavour to notify you of any serious results, you are requested to telephone or call into the surgery for confirmation of test results.

Test results are available after 2pm.

Referrals - Patient Choice

If your GP decides that you need to see a specialist for further treatment you can choose where to have your treatment carried out, this will be explained fully at the time of referral. As well as hospitals, your GP may also refer to local community based services, for example other GPs with special interests or community clinics.

Prescribing

We, as a Practice, endeavour to prescribe appropriately for you. This means that we try to take into account the evidence that a drug is actually effective for its intended purpose. We are guided in this by a national & local formulary; we are reluctant to prescribe outside these guidelines

Unfortunately, in today's world, finance plays an important role; family doctors are obliged to consider the **cost** of medicines. Our Practice accounts for over 1 million pounds spent on drugs each year and we are under constant pressure to reduce this. For this reason you may on occasions be asked to change your tablets to a more economic version –this will only be done if we are satisfied that the alternative is equally as effective as your previous prescription.

If you require simple 'stock for the medicine cupboard' such as painkillers for occasional use etc. this should be purchased 'over the counter' from the pharmacy. Please don't ask us for this on prescription. A huge amount of money is wasted on unused drugs; please help by only ordering what you need. **Unused medication should not be discarded in ordinary waste disposal systems but returned to the pharmacist.**

We regularly **review** our prescribing & like to see all those on regular medication at least once a year. Many conditions will require more frequent monitoring.

If a medication is stopped by a clinician at a hospital, please let us know so we can update our records.

If you find that you are ordering different medications at different times during the month then please let us know and we can arrange to 'align' your medications so that you only have to order all of your items once a month.

What you can do to help us?

- ◆ Use our services responsibly, please **be punctual and remember to cancel your appointment if you are unable to attend**. If you are late we will endeavour to see you but you may have to wait until the end of a clinic or rebook your appointment
- ◆ Please don't be offended when our receptionists ask questions about your current state of health, they have been trained to do this by our GPs to ensure that you are booked into the most appropriate clinic.
- ◆ If your GP requests to see you at a future date, please book the appointment in advance, not wait until just before or on the day.
- ◆ You will be encouraged to do some home monitoring for chronic disease such as diabetes & asthma.
- ◆ Please try to develop a healthy lifestyle i.e. exercise, diet, stop smoking & restrict your alcohol intake.
- ◆ When invited please attend for screening procedures such as smears and mammograms.
- ◆ Consult us on worrying symptoms or changes in health, which may indicate serious problems.
- ◆ Inform us as soon as possible if you change your name, address or telephone number including an up to date mobile number if you have one.
- ◆ Telephone the surgery after 11.30am for all routine enquiries.

Patient Participation Group

Our Patient Participation Group (PPG) is run by a small Working Group of patients and supported by a Consultation Group; a larger number of patients who are representative of the surgery population. They meet every three months.

If you would like to get involved, please contact the Chair or Surgery PPG Lead for further details-see below. We would love to hear from any patient able to spare a few hours to help with tasks ranging from ambassador roles to administrative duties. We are looking for a representative sample of all ages and cultures

We also maintain a Virtual Group to ensure we include as many patients of the surgery as possible. Ideal, if you would like to be kept informed but are unable, or do not wish to attend meetings. Members of this group may also contribute by email. We encourage all our patients outside the face to face group to consider joining, so that we may keep you updated on surgery developments and to enable us to contact you every now and again to ask a question or two.

Further information about the Group including meeting minutes and regular newsletters can be found on the Surgery website.

www.thestennacksurgery.co.uk/ppg

or contact us via email at: ppg.stennack@nhs.net

Friends of Stennack Surgery (FOSS)

The Friends of Stennack Surgery (FOSS) is a registered charity raising funds for the surgery. FOSS is run totally by volunteers and all money raised is for the purchase of equipment used by patients. The table situated in the surgery is manned Monday to Friday 8.00am to 12.00noon.

All items for sale are donated by very generous people and their continued support enables FOSS to be a success. If you are interested in volunteering for FOSS please pop into the surgery in the morning when our volunteers are able to give you more information.

Complaints

Our aim is to provide the highest possible standard of care and service and we try to deal quickly with any problems that may occur. Should you find that you have a complaint or concern about the service you have received from a member of staff working in this Practice, please let us know. If your problem cannot be sorted out immediately and you wish to make a complaint, please let us know as soon as possible. The quicker the problem is identified the easier it is to establish the facts. Please write, email stennacksurgery@nhs.net or phone our Complaints Manager who will deal direct with your concerns.

Registration

If you permanently reside in our practice area, you are advised to register with the practice. Our practice area covers, St. Ives, Carbis Bay, Lelant and some outlying areas, please see our website for a map of our practice boundary. To register, you will be asked to complete a registration form. Once this has been done your medical records will be sent for and these will stay with our practice until you move on again. You will need to provide photographic ID with you to register at the surgery.

Your Records

Patient information is stored both manually and on computer; we are registered under the terms of the Data Protection Act 1998. You are welcome to see your records if you wish – please apply, in accordance with the Freedom of Information Act 2000, in writing to the Practice Manager. Your request will be acknowledged within 30 days.

Terminal Illness, Death & Bereavement

Please remember, appointments are always at a premium, if you don't require your appointment, someone else might!

In May 2017 241 appointments were wasted because patients failed to attend appointments or did not call to cancel

If you make an appointment and then find you no longer need it or are unable to attend please remember to cancel it.

Appointments can be cancelled by:



Calling the surgery on 01736 793333



Online at www.thestennacksurgery.co.uk



In person at reception

Thank you

Today, people are living to far greater ages due to improved nutrition, living conditions and medical advances. However, a time comes when everyone has to face his or her mortality. When this is due to a progressive disease which is incurable we offer a medical service which is supportive to both the patient and family. Palliative care aims to provide relief from distressing symptoms, both physical and emotional, and wherever possible such professional carers, aids and appliances as will enable the patient to stay in their own homes if this is their wish.

To achieve this objective the primary care team can call upon expert help and advice from the Specialist Palliative Care Nurses, a countywide team of specialist palliative care nurses, and the medical staff of our local hospice St Julia's in Hayle. Not only does this hospice provide beds where patients can stay while symptoms are treated, but it also provides short respite admissions to allow carers at home to have a break. The medical staff are also available for domiciliary consultations.

When a person dies, the primary care team is there to give practical and emotional support to the family. Local undertakers offer a professional and sympathetic service including advice on registration of deaths and arrangements of funeral services.

Bereavement sometimes brings thoughts and feelings that people are quite unprepared for and find hard to cope with. As well as specialist bereavement counsellors like Cruse, the Macmillan service is able to offer some counselling as well as our practice based counsellors.

Last, but by no means least, the local clergy of all denominations are happy to give pastoral care and support in all of life's difficult times

Do you look after someone who is ill, frail, disabled or mentally ill?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer’s Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also look at the needs of the person you care for. There is no charge for an assessment.

If you are a carer, please ask at Reception for a **CARERS IDENTIFICATION AND REFERRAL FORM** which you can complete to let us know about your caring responsibilities

The Cornwall Carers Service

The Cornwall Carers Service is a comprehensive service, offering a wide range of information, support and services to carers, concerned family and friends, as well as those who are working to improve the quality

of carer’s lives. The service is available 8am to 6pm, Monday to Friday (excluding bank holidays) by phone or online:

Telephone: 01872 266383

Website: www.cornwallrcc.org.uk/cornwall-carers

Other useful clinics, agencies and telephone numbers

NHS 111	111
St Michaels Hospital	01736 753234
Royal Cornwall Hospital Truro	01872 250000
West Cornwall Hospital	01736 874000
St Julia’s Hospice	01736 753234
Duchy Hospital	01872 226100
GU clinics (for sexually transmitted diseases)	01872 255044
Contraception and Sexual health clinic	01872 255044
Diabetic Education Centre Truro	01872 254560
Social Services	0300 1234 131
Red Cross	01872 267953
St Johns Ambulance	01736 794801
Samaritans	01872 277277
Midwife	01736 571202
Health Visitor	01736 754374
Community Nurses	01736 754991
Palliative Care Nurses	01208 251300
D.I.V.A. (Domestic Violence)	01736 759687
West Cornwall Women’s Aid	01736 367539
Cornwall Mobility	01872 254920
Breathers’ Club	01736 756729

Out of Hours Cover

Call NHS 111

Pharmacists

Boots Stennack	01736 795047
Boots, High Street, St Ives	01736 795072
Leddra Pharmacy	01736 795432
Carbis Bay Pharmacy	01736 799025
Boots Hayle (Marsh Lane Roundabout)	01736 759389