



The Stennack Surgery

• The Old Stennack School, The Stennack, St Ives, Cornwall, TR26 1RU • 01736 793333 • stennack.surgery@nhs.net

Version: 1

Welcome to our newsletter...

Contact details

Please can we remind all patients to ensure that we have your up-to-date home address and contact details at all times. This will enable us to contact you at ease.

Patient Access

Would like to register for online services?

Online Access provides patients with the opportunity to order their repeat medication and update their personal details online. To register or obtain additional information please visit the Stennack Surgery Website.

New medical equipment...

FOSS (Friends Of the Stennack Surgery) have kindly donated a new NUMED ECG machine at the value of £1,900. We are extremely thankful for their continued support and generosity.

Minor Operations waiting list

We are aware that a number of patients are awaiting appointments for Minor Ops, please be assured that we will contact each patient in order once COVID-19 restrictions have eased and it is safe for clinics recommence. **Urgent matter will continue to be dealt with.**

Team Stennack – New staff members

We would like to take the opportunity to welcome several new staff members to team Stennack.

- Bethany Holt, Nicola Jory and Vanessa Wilson have joined our Nursing team as **Healthcare Assistants**. Induction has commenced and bookable appointments for each will shortly follow.
- Anna Jenkins and Jackie Jones, experienced **Physiotherapists** have joined us on a Monday, Tuesday, Wednesday and Friday. Do you have a problem that affects your neck, back, bones, joints and muscles and wish to speak to Physiotherapist? Anna and Jackie are able to offer expert assessment, advice and treatment.
- Sheryl Haskell-Lang a qualified **Mental Health Practitioner** will be working from the Surgery on a Tuesday and Wednesday. Sheryl is here to support and advice all patients with regards to Mental Health concerns and queries.
- Lewis Walker, **Physicians Associate** works alongside our Nurse Practitioners and GPs in our Same Day Service on a Tuesday, Wednesday and Thursday. Lewis is a qualified medical clinician who is able to assess patients suffering from minor illness both via telephone and face to face consultations.
- Anthonia Greville, **Clinical Pharmacist** works alongside our GPs Monday – Friday to support with all medication queries such as medication reviews, out of stocks and repeat dispensing. Telephone consultations can be booked via our Reception team. Anthonia is supported by Jodie Pascoe, **Medicines Management Technician** on a Tuesday and Thursday.

As a Surgery our Care Navigation goal is to ensure that each patient is able to communicate with the appropriate clinician within a suitable time frame. Our multi skilled team are able to support and ease GP pressures and increase overall capacity within Primary Care. Care Navigation enables our GPs to concentrate on on-going or complex issues whilst supporting our clinical team. This means that even if you are booked in to see an alternative clinician they may be involved in your care by being invited into your appointment.

COVID-19 Vaccine Clinic

A vaccine clinic is being held at the **Guildhall** on **Saturday 26th June from 2:00pm – 5:30pm**. Please call 119 or visit the NHS website to book.

COVID-19 vaccine status

Proof of your vaccination status is available via the NHSapp which is downloadable via your app store. Alternatively, please contact the NHS helpline on 119 and ask for a confirmation letter to be sent via post. Please do not contact NHS England for at least 5 days after you've completed your course of vaccines, the letter may also take an additional 5 days to reach you.



The Stennack Surgery

• The Old Stennack School, The Stennack, St Ives, Cornwall, TR26 1RU • 01736 793333 • stennack.surgery@nhs.net

Version: 1

COVID-19

We have noticed a significant increase in positive COVID-19 test results in the St Ives area. **Please ensure that you continue to follow the guidance on self-isolation and testing.** If symptomatic (even if you have been vaccinated) please book a PCR test (not lateral flow) via 119 or the Government website. The new variant may present the following symptoms...

- Headache
- Sore throat
- Runny nose
- Fever
- Cough
- Loss of sense of smell

To help understand more about COVID-19 symptoms we recommend downloading the “Zoe COVID Symptom Study App” from your app store.

Due to the increase in positive COVID-19 test results locally we were unable to open the Waiting Room to patients and increase bookable face-to-face appointments with our clinicians on Monday 21st June, as previously planned. Our current safety measures such as telephone triage will continue until it is safe for restrictions to ease.