



Pencester surgery newsletter

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We're delighted to present you with this edition of our practice newsletter.

Inside, you will find information on additional services we offer, our quarterly stats and more. We will produce a newsletter every 3 months to bring you all the latest information.

• Econsult

We are pleased to announce that we have moved over successfully to total triage, meaning patients can now easily access our services without the need to call us.

You can follow the link on our website, or contact reception who will happily guide you to the correct place.

If you find you're unable to fill out an Econsult for whatever reason, please contact the surgery like normal and they will book you for a telephone call with the appropriate person, please be aware our staff are trained to care navigate, and they will arrange a review with the relevant clinician.

AS A PRACTICE, WE HAVE:

7 DOCTORS

**3 NURSE
PRESCRIBERS**

3 PRACTICE NURSES

**2 HEALTHCARE
ASSISTANTS**

**1 DIABETIC
SPECIALIST NURSE**

1 PHYSIOTHERAPIST

Car parking in Pencester -

Please note that our car park has now been shut to the public, and this is now a staff only car park, in exception to our disabled spot, this will still be open to those with a valid blue badge.

Please ensure you're leaving enough time to ensure you're not late for appointments at the surgery, we will be unable to see you if you're late.



What's happening in the coming months.

In house Physiotherapist

We have an in-house Physio that attends the surgery every Friday.

To book this please contact reception who will happily book you a face to face appointment or a telephone call to discuss symptoms first.

We will be closed for training on the following dates: (Half days are subject to change)

- July 24th Half day (training)
- 21st August half day (Training)
- August 25th Summer Bank Holiday
- September 24th Half day (training)

Stoma Nurse

We are holding a clinic for our patients with Stoma products to have a face to face review with the nurse, you will be invited via letter, please call reception to book these.

Over 40s health-check

If you're over 40 and have been invited for an 'over 40 health check' you can call the surgery and one of the reception staff will book this for you.

Part of this check involves assessing your individual cardiovascular disease risk and advising you how to reduce it if necessary.

Immunization awareness month (August)

The campaign aims to raise awareness of the importance of vaccinating people of all ages against a number of serious and sometimes deadly diseases. The awareness month also celebrates the successes of the different immunizations that have been created in the 20th century and beyond.

There are many debates around the safety of many of the vaccinations available, however governments across the world, acting upon the advice of leading scientists and medical professionals overwhelmingly support immunization schemes.



Are you a carer?

You may not think of yourself as a carer, but our services are available to you if you look after a relative or friend who, due to physical or mental illness, cannot manage without your support.

If this sounds like you, we can provide additional support for you and the person you care for.

We liaise with the Carers Service which is a national organization providing relevant information, support and contact numbers. We can also refer to Adult Care Services for a carers assessment which will look at ways additional support can be provided to both carer and patient.

Social Prescribing

Slightly different to our carers support, social prescribing is available to individuals who perhaps need additional support and advice with social, financial, mental wellbeing or physical aspects of day-to-day life. We can refer you to our friendly, knowledgeable social prescribing team who will make regular contact, in confidence, to discuss any issues you may be facing and can signpost

NHS app

Download the NHS App to your smart phone to request prescriptions and book certain nurse appointments. It also contains a wide range of interesting articles on various health conditions. Please speak to a member of reception for the codes you will need, once you have signed up, to link your account to the GP surgery.

NHS 111

If you need medical help fast but it's not a life-threatening situation, you can call NHS 111 for free.

You should call 111 when you:

Think you might need to go to hospital

Don't know who to call for medical help or just need advice/reassurance.

You can call 111 any time of day and, locally, they have the ability to book at Buckland Urgent Treatment Centre.

Feedback

We always welcome feedback on how you feel we can improve the service we offer. We have feedback forms in reception or you can email kmichb.pencester@nhs.net.

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