

ATLANTIC MEDICAL GROUP

NEWSLETTER - DECEMBER 2021



Welcome to our newsletter, here you will find the practice's latest news and help keep our patients updated on any changes within the surgery.

COVID-19 Vaccination UPDATE

COVID Vaccines:

Please continue to book your 1st and 2nd vaccination through the online booking system on the NHS website. Please do not phone to book. These are booked through the national booking system on the NHS website.

COVID Vaccination Status:

Proof of your vaccination status is available via the NHS app 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.

Welcome the newest members of our team

Dr Katie **Richardson**

Dr James **Sherrington** as a registered GP

Rose Newman in September 2021 is now fully qualified as a Health Care Assisstant and now has her own clinics running.

This year we have welcomed some new members to our reception team

Cattran Dugdale

Vicky Wills

Annette Gesto

Sophie Young

We also sadly said Goodbye to some of our team

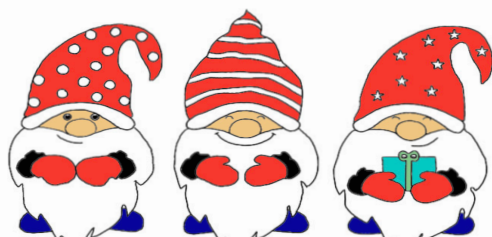
Dr David **Cartland** Amy Hutton

Linda Harris- Jones



**We wish you a Merry Christmas
and a happy healthy 2022**

From Atlantic Medical Group





HEALTH SERVICE PRESSURES AND HOW YOU CAN HELP

All our health services are busy right now, especially our ambulance service and the emergency department team at Truro hospital. You can play your part in supporting us to care for people with serious and life-threatening illnesses.

Did you know you can get help and advice by calling 111 or online at 111.nhs.uk. You may not need to go and wait in the busy emergency department and could be directed to a minor injury unit which will be quicker and closer to home.

Only dial 999 for an ambulance in a genuine, life-threatening emergency, for example:

- Chest pain / breathing difficulties / heart attack
- Stroke
- Severe bleeding
- Severe allergic reactions
- Severe burns or scalds
- Serious head injuries
- Major trauma such as a road traffic accident or a fall from height

REMINDERS

PRESCRIPTIONS:

Patients on long-term medication can order repeat prescriptions in the following ways:

Online - you can register for GP Online Services and order via our website.

In person – Tick the items required on your computerised prescription counterfoil and place in the letterbox located in the surgery entrance hall or place it in the containers located at the branch surgery collection points.

By phone - we have a 24-hour prescription order line. Please ring 01736 786925 and leave a message. Please do not call our reception line to order your prescriptions as this line is used for booking appointments and urgent queries.

By post– send it to us with a stamped addressed envelope if you want it posted back to you.

By email - by sending your request to atlantic.prescriptions@nhs.net

Please allow two full working days for all repeat prescriptions to be issued whether you are a dispensing or non-dispensing patient. Please visit our website for more information

www.atlanticmedicalgroup.co.uk



**Appointments with a clinician:**

On the day you wish to make an appointment with, or speak to a member of the clinician team, please call the surgery on 01736 363741 or 01736 788306 as early as possible from at 8:15am, the reception team will ask you for a few details and then an appointment can be made for telephone triage with the appropriate clinician who will phone you and discuss your health issue. Currently most queries are completed with a telephone call. Clinicians may use video consultations or ask you to send a photo. If they need to see you in the surgery for an examination, they will book you in with either themselves or another member of staff. It is likely this will be the same day. You can request to be seen at St Clare Medical Centre, Cape Cornwall Surgery or Newlyn Surgery subject to available appointments.

Appointments with a Nurse or HCA:

The reception team will ensure that you are booked with the right nurse for the right procedure. These appointments will be given a time slot and may be available to book in advance. If these appointments are booked in advance and you develop any COVID 19 symptoms, please call reception to re-arrange your appointment.

Results of Tests and Investigations:

Please do not attend reception to ask for test results. Please telephone the surgery for all test results after 2:30pm. Please call 01736 363741 or 01736 788306. Allow one week before contacting the surgery about the results of routine tests and X-rays. Letters and results from a Consultant can often take two weeks. Smear results can take much longer and are posted to you. The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person it is regarding or prior they have written consent for the release of this data or they are not able to understand the results. It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so. If you would like to request a appointment to discuss this with a clinician this can also be arranged if you contact the surgery at 08:15am on the morning you are available to take a telephone call.

