

Saturday Appointments

Do remember that the surgery is open on Saturday mornings for **BOOKED APPOINTMENTS ONLY**. There is no other activity in the surgery. If you phone the normal surgery number you will get the out of hours on call doctor, who will assist you.

These appointments are particularly helpful for those people who do work Monday to Friday and find it difficult to get in at any other time, without having to take time off work.

You may hand in prescription requests on Saturdays which will be dealt with and will be ready for your collection on Tuesday.

Do we have the correct contact details for you?

Please can all patients make sure that we have your correct contact details.

Quite often if you are moving house we are the last people that you think of to inform but obviously it is crucial to us. This includes any change of mobile numbers also.

Thank you.

Friends of Stannary Surgery

FOSS will be holding their annual Easter raffle on 8th April. Tickets are on sale now at fifty pence per strip from reception.

Hayfever Season has begun!

Please remember that it is advisable to start taking your hayfever medication four weeks prior to your symptoms starting.

Order early to avoid any problematic symptoms beginning.

Missed Appointments

During the months of January and February we had 80 appointments that were not attended. This is the equivalent to 5 Doctors or Nurse Clinics. Please do try to let us know if you cannot make your appointment – if you don't it has an affect on all the people that **do** need one and can't get it as soon as they would like.

We will now be contacting patients directly who do not attend two appointments consecutively to try and curb this pattern as it is unfair on other patients and costly to the NHS as a whole.

Thank you for your consideration.

Tel: 01822 613517 (Repeat Prescriptions Tel: 01822 615855)

Fax: 01822 618294 Email: health@stannarysurgery.org.uk

Website: www.stannarysurgery.org.uk

STANNARY SURGERY

Spring 2009 Newsletter



Dr Lara Morris

Dr Morris has recently joined the Team at the surgery. She is a fully trained doctor and has worked as a hospital doctor for the past eight years. She has come to the surgery to complete her GP training after deciding on a change of direction into General Practice!

She will be working under the guidance of Dr Vicky Evans and Dr Sarah Robbins. Dr Morris will be with us for six months. Welcome to the Team, Lara!



Rosie Clarke – Practice Nurse

Rosie Clarke has worked at Stannary Surgery as a Practice Nurse for 22 years and at the end of March she will be retiring from nursing.

Rosie has worked at the surgery since 1987. Since then we have expanded the building and increased in patient size dramatically. As you know this is now due to get even bigger still, with all efforts being made at trying to retain the "Small Practice" feel.

Rosie has seen a lot of change (hopefully for the best!) during her time here and has been an extremely valued member of the Stannary Team. We will all miss her very much. However, we would like to wish her all the best for a long and healthy retirement and hope that she will still occasionally drop in with some of her legendary Welsh cakes from time to time!

The Flood!

Unfortunately, in January the surgery suffered a flood due to a faulty heater which rendered half of the building unusable. This meant that we had no option but to cancel or rearrange clinics and some patients have had to go to other locations (Wharfside Surgery or Stannary Clinic) for their appointments.

We would like to apologise for this and also say a very big thank you for all of your understanding and co-operation during this very difficult time – we really do appreciate it.

It has however meant that the “new build” has been brought forward and work has already started on phase one! We will not be “fixing” the rooms that were affected by the flood at the end of the building; we will simply begin the work that was due to take place later in the year.

This meant that we lost two doctors’ consultation rooms and two nurses’ rooms. To compensate for this we have brought in two porta cabins so that the secretarial and managerial staff can relocate there and then their offices can be converted into consultation rooms. As you can see the porta cabins have already arrived and once the electrics etc are organized the staff will move in. Hopefully this will mean that patients will not have to go to other premises for their appointments but that may still be necessary on occasions.

During this time we will do our very best to have the least amount of disruption possible but do ask once again for your continued support and patience as there will inevitably be some unavoidable disturbance.

May we also take this opportunity to remind patients that you should only be parked in our car park for the duration of your appointment. Even after repeated requests some people are still using the car park while they go off into town to do their shopping. Parking will be an issue while the new building is taking place so we would encourage all our patients to please be considerate of others. We will be keeping a close eye on this during the building period.

Use of mobile phones

May we ask all patients to switch off their mobile phones before entering the surgery. Their ringing can cause distress to people who aren’t feeling one hundred percent and we would appreciate your consideration in this matter.

Thank you.



No Smoking day 2009

This year’s no smoking day was 11th March and we had several patients attending the surgery for support to give up for good.



We would like to remind all patients that any of our Practice Nurses would be able to help you with advice and nicotine replacement therapy should you want to follow suit.

Health Visitor

We are aware that Health Visiting services have changed considerably over the last couple of years but we would like to remind all of our patients that there is still help at hand if you need it.

- There is a Health Visiting Team based at Abbey Surgery who can be contacted on 616135. There is a **dedicated session** for Stannary Surgery patients on a Thursday between 10am and 12pm and this is on the second Thursday of every month. Please ring the number above to book an appointment. There is an answerphone if there is nobody there, so please do leave a message and someone will call you back.
- If you cannot make that, then there is a **drop in session** at the United Reformed Church on a Thursday between 1.30pm and 3.30pm.
- Also, Tavistock Library hold a “**Bounce and Rhyme**” **session** for babies on a Tuesday at 2pm for half an hour and a “**Story Time**” **session** on a Saturday morning for under fives at 11am for half an hour.

All of these services are there to help parents, please do use them!