

PENRYN SURGERY

NEWSLETTER

WINTER
2025



Have you visited our website? www.penrynsurgery.co.uk
Join our Facebook page @PenrynSurgery for all the latest news

Pharmacy First Scheme

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care.

Your pharmacist can now provide treatment or some prescription medicine, if needed, for 7 common conditions, without you seeing a GP.

- earache (age 1 to 17)
- impetigo, a skin infection (age 1 and over)
- infected insect bite (age 1 and over)
- shingles (age 18 and over)
- sinusitis (age 12 and over)
- sore throat (age 5 and over)
- uncomplicated urinary tract infections (UTI) or cystitis in women (age 16 to 64)

For these conditions, pharmacists will follow a robust clinical pathway which includes self-care and safety-netting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to visit a GP.

Prescription charges will apply. If you are exempt from prescription charges, for example if you are under 16 or over 60, or if you have a prescription prepayment certificate, you will not pay for the medicine.

GP Registrars

At Penryn Surgery we're proud to be a training Practice, helping to educate the next generations of GPs.

Our Registrars are fully qualified Doctors completing specialised training in General Practice. Rest assured, they are supervised by our GP Partners and part of our commitment to provide high-quality up-to-date care.

Look out for our new website next month
penrynsurgery.nhs.net
It will have a fresh new look but all the same health information

Public Holidays

Please note we will be closed on
Thursday 25th December
Friday 26th December
Thursday 1st January

Ensure you order prescriptions in good time for the practice and then your nominated pharmacy to process them.



Understanding How Long Different Requests Take

At your local GP practice, we know that your time is valuable, and we aim to provide you with the best care possible in a timely manner. However, there are different types of requests that can vary in how long they take to process. We thought it would be helpful to explain how long you might expect to wait for different types of requests, so you know what to expect and can plan accordingly.

Booking an Appointment

Advance Appointments: Depending on the availability of your GP or preferred healthcare professional, routine appointments may take anywhere from a few days to up to four weeks. If you require a specific time or doctor, this may impact availability.

Same Day Appointment: If you have been assessed as needing an appointment sooner due to an urgent health issue, our team will try to offer you the first available slot. In some cases, you may be offered an appointment with a different doctor or nurse in the practice if your usual GP is unavailable.

Prescription Requests ☒

Repeat Prescriptions: Once you've submitted a request for a repeat prescription, please allow 5 full working days for it to be processed and ready for collection from your nominated pharmacy. This allows time for your GP to review your medication needs and the pharmacy to order in and dispense the medicine.

Test Results

Routine Test Results: After you've had a blood test, X-ray, or other diagnostic tests, it typically takes around 5- 7 working days for the results to be processed. Your GP will contact you if further action is needed.

You can view results once they have been filed on the NHS App or your NHS Account. For results of tests requested by the hospital, you will need to contact the relevant hospital department as the results go direct to the requestor.

Referral to a Specialist

Non-Urgent Referrals: Once your GP has referred you to a specialist, it typically takes about 6-12 months to receive an appointment letter, although it can vary depending on the specialty and location.

Urgent Referrals: For more urgent referrals, such as if you're suspected of having a serious condition, the process is expedited, and you should receive an appointment much sooner, usually within 2 weeks.

Sick Notes (Fit Notes)

Sick Notes: You can request a GP sick note for work after an absence of 7 working days, please allow 5 working days for it to be issued after your request. Your GP will ensure it's ready as soon as possible, but please note that it may take a little longer if further discussion or assessment is needed. Your sicknote will be backdated to the 8th day of your absence.

Letters or Forms for Insurance or Medical Purposes

Requests for letters for insurance, medical assessments, or other purposes are processed as time allows and are classed as private work (Non-NHS). These usually take around 28 working days to prepare after the appropriate fee has been paid. If you need an urgent request, don't hesitate to let us know so we can prioritise it.



WE NEED YOU! HELP IMPROVE OUR SURGERY

Penryn Surgery Patient Participation Group (PPG)

Members of the Patient Participation Group are volunteers who work with the practice to represent patients, offering views on the services and facilities that are provided.

We aim to meet quarterly and details of all meetings are forwarded to members in advance.

No training is required to become a member of our PPG. The most important thing is that you are keen and focused on taking positive action to help the practice improve.

Give your opinion about the way the practice is run and any thoughts you have on how things could be improved—from the welcome patients get when they arrive at the practice, to the parking facilities or the appointment system.

If you are interested in getting involved, please speak to Reception or scan the QR code.

PS | **PENRYN
SURGERY**

Join the Patient
Participation Group

Help shape the
surgery

Feedback on what's
working

Improve what isn't

We need your
voice!



Winter Illnesses



This is always the busiest season for the surgery as respiratory viruses re-emerge. This year the flu virus is circulating earlier and is particularly virulent and we expect to see a more severe flu season as a result. If you have not yet responded to your vaccine invitation, please get in touch, or visit your local pharmacy who can often vaccinate NHS-eligible patients as well as provide low-cost private vaccines for anyone who does not qualified for the NHS vaccine this year.

Getting Started with the NHS App

If you're new to the NHS App and uncertain about how to find the information you need, there's plenty of support available to assist you.

Download the NHS App on your smartphone or tablet from the Google Play Store or the App Store.

You can also access the same services through a web browser by logging into the NHS website.

Did you know that the NHS App provides a wealth of information about your health? You can:

- Request repeat prescriptions
- Check the status of your prescriptions
- View upcoming appointments
- Access your health records and test results
-

For further assistance, visit NHS App Help and Support
<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>



Log in to your NHS account online

-  Order repeat prescriptions
-  See your health information
-  Access health advice
-  And much more...

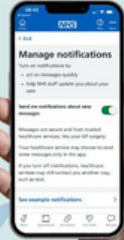
www.nhs.uk/nhs-app/account



Receive messages from your GP in the NHS App



-  Communication you can trust, stored securely
-  Turn on your notifications in Account and settings to set up



Are you a Carer?

Do you look after someone who couldn't manage without your help?

Whether they need support due to illness, frailty, disability, mental health challenges, or addiction, if they rely on you, then you are a Carer.

If you care for a relative or friend, formally or informally, we can record this on your medical records so our team is aware of your role and can provide appropriate support.

If we know you are a carer we can:

- Discuss the impact of your caring role on your mental or physical health
- Invite you for a free flu jab each year
- Provide you with general information and advice
- Refer you to organisations and services offering specialised support
- Try and offer flexible appointments to fit around your role

We've made it easier for you to let us know you're a carer. You can tell us in person, complete a Carers Identification Form on our website, or pick up a paper copy from reception. The form allows you share more details about who you care for and what your caring role involves, helping us offer the right support or referrals if needed.

There is lots of information and support for carers on our website
<https://www.penrynsurgery.co.uk/carers-support>

CORNWALL CARERS SERVICE
A WHOLE AGE SERVICE

ARE YOU A CARER?

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a condition that affects their mental or physical wellbeing or an addiction cannot manage without their support. Our services include, emotional support, information, advice and guidance, statutory assessment, access to grants, community support, carer specific training and dedicated support for all carers.

SUPPORT FOR THOSE WHO CARE
SCAN ME

Advice Line:
01736 756655
www.cornwallcarers.org.uk
www.kernowyoungcarers.co.uk

CORNWALL COUNCIL
disAbility
CRCC
ageUK
Promo's
Barnardos