



## *Pensilva Health Centre*

Welcomes new patients, please call in to the surgery, telephone or go online

### Appointment Requests

Due to increasing workload and national recruitment issues in general practice, we are currently operating a telephone triage appointment system.

We understand this is very different from the system previously used at the surgery and some patients are not happy with this. Unfortunately we have no other option than to run it this way for the time being.

Some days we only have one doctor on with a nurse practitioner and nursing team. The triage appointment system is the safest way to manage the acute unwell and patients being signposted to the appropriate member of the clinical team.

When you ring the Surgery the receptionist will ask for your contact details and reason for the appointment. This information will be sent to the doctor who will ring you back to discuss your condition/query.

The doctor may ask you to come in, see another member of the clinical team, including our Nurse Practitioner, collect prescription or another course of action.

Once again I apologise if you are not happy with this system but it is the safest way for patients to be appropriately treated or advised on the same day.

Thank you for your understanding.

The Practice Manager

### Nurse Practitioner

Sarah Clegg has joined our clinical team as a Nurse Practitioner. Sarah qualified in 1993 as a nurse and then trained as a paramedic before returning to nursing to become a nurse practitioner. Nurse practitioners can provide treatment and advice for many problems for which you may have seen a doctor for in the past. They can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required. They can make referrals to hospital doctors or other health care professionals and admit patients into hospital when necessary.

We are pleased to announce we now have a debit card machine and are able to accept payments for prescriptions and other requests by Debit card.

### Doctors leaving

Dr Duke has left Pensilva after 10 years working here. She will be working nearer to her home. We are sorry to see her leave and wish her well for the future.

Dr Davis has also left to pursue her GP speciality commitments. Again we are sorry to see her go and wish her well for her future.

### Dispensary News

\* We have experienced a few people saying items were not in their prescription bags. Our checking system here is very rigorous and it is very unusual for something to have been dispensed and not included in the bag. Please can we ask you ensure you check all the items you requested are in the bag **before** leaving the building. If this is not possible when picking up on behalf of someone, please can you check the same day and contact us if you find a problem. We can therefore try and rectify the error the same day with the correct people and paperwork. If left until your medicine is needed, not only can we not find the error, it puts extra pressure to deliver without the 72 hour notice period and you may not have your medication in time.

\* Our repeat prescription ordering period is now 72 working hours. Please see overleaf clarification on ordering and collection days. We hope this helps with when to collect.

\* The new Waiting Room system does not give a confirmation email, if you want to check its gone through, go back into your order online.

# Pensilva Health Centre

School Road  
Pensilva  
Liskeard  
Cornwall  
PL14 5RP

Appointments: 01579 362760

Enquiries: 01579 362249

Fax: 01579 363323

Website:

[www.pensilvahealthcentre.co.uk](http://www.pensilvahealthcentre.co.uk)

## Opening Hours

**Monday to Friday 8:30am to 6:00 pm**  
**(Closed Tuesday 1:00 to 2:30pm for staff training)**  
**Dispensary closed from 1.00 pm to 2.00pm all other days**

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We are on the web! [www.pensilvahealthcentre.co.uk](http://www.pensilvahealthcentre.co.uk)

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## Moving house?

If you are moving house but would like to remain a patient at the surgery, do enquire at reception, we may be able to help you.

If you are relocating to within a certain proximity to the surgery it is possible we can still fulfill your needs.

If you are moving to within one mile of a pharmacy we can still provide all our other services to you however we can no longer dispense to you.

Please do ask and we

will do our best to help you.

### Changed your contact details?

Please do let us know if you do change your address or contact telephone number(s) so we can keep your records up to date.

### Magazines

We would like to thank everyone who has kindly donated books and magazines to the surgery, your donations are most appreciated. Unfortunately we are no longer able to accept donations due to Infection Control.

## Doctors Availability

Whilst we try to meet any emergency appointment needs, we appreciate some patients prefer to see a specific doctor, therefore to help you to plan your appointments, below are the days normally worked by each of our GP's.

Dr Cole (f)	Monday & Wednesday
Dr Buchanan (m)	Monday, Tuesday, Thursday (pm) & Friday
Dr Baines (f)	Monday, Tuesday, Wednesday & Friday (am)

## Repeat prescriptions

If you prefer, you can order your repeat prescriptions online via our website at [www.pensilvahealthcentre.co.uk](http://www.pensilvahealthcentre.co.uk)

*If you are using the new Waiting Room 2, please note that you will no longer receive a confirmation email. However if you go back into the order, you can see your order has been sent.*

Please find order and collection information

Order placed	Ready to collect
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Friday (after 6pm)	Thursday

## Feedback...

**We welcome feedback on our services to you. If you have any suggestions or feedback about our services, please let us know by writing to the surgery or filling in one of our feedback forms located in the surgery or online at [www.pensilvahealthcentre.co.uk](http://www.pensilvahealthcentre.co.uk). You can also put your feedback on NHS choices website at [www.nhs.uk](http://www.nhs.uk)**