



PORT ISAAC POST

www.portisaacpractice.co.uk

2019 FLU CLINICS

In order to accommodate the vast majority of our patients we will be running the following flu clinics:

It is best to have the flu vaccination in the autumn before any outbreaks of flu. Remember that you need it every year, so don't assume you are protected because you had one last year.

WEDNESDAY 25TH SEPT – AM - ST KEW SURGERY

SATURDAY 28TH SEPT – ALL DAY – BRIDGE MEDICAL CENTRE

WEDNESDAY 2ND OCTOBER – AM – ST KEW SURGERY

SATURDAY 5TH OCTOBER – ALL DAY – PORT ISAAC SURGERY

SATURDAY 12TH OCTOBER – ALL DAY - BRIDGE MEDICAL CENTRE



To make an appointment for a flu jab, please contact the surgery on 01208 880222 or ask your GP at your next routine appointment.

If you wish to decline the vaccination, please contact the surgery and we will update your record.

Zero Tolerance Policy

The Practice takes it very seriously if a member of staff is treated in an abusive or violent way. Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards the staff or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently



We ask you to treat your GPs and their staff courteously at all times, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

Charity Book Table

The charity book table at the Port Isaac Practice has been running since November 2017 in that time we have raised over £1,540, the charities benefitting from this have been, the MS Society, Cornwall Air Ambulance, Purple Angels Dementia Awareness and the RNLI—we are currently collecting for Alzheimer's Research UK. We would like to expand this service to our Wadebridge branch—if you have any books (in good condition) that you would like to donate please drop them in to any site. Thank you.



Dispensing Patient Update

- We are currently experiencing delays with our wholesaler deliveries of medication. Please allow extra time when ordering your repeat medications - more than the usual 2 working days.
- Medication reviews – if you would like to have a face to face chat about your medication with our Practice Pharmacist, Kathryn, please contact

Appointment System—FAQs

I want to book a routine appointment:

- **Please telephone the surgery; we no longer accept bookings face to face to ensure equity when booking appointments**
- The busiest time is between 8.30 - 9.30 am please do not call at this time unless you need to be seen urgently
- You will be asked the reason for your call to enable signposting by our trained reception team
- You may be offered a telephone appointment rather than a face to face appointment if this is appropriate.

What if I do not wish to share brief details of my problem with the Receptionist?

- Any information provided to our reception team is confidential but we understand that some patients may not wish to share even the briefest details; this will not prevent you from accessing care. The reason we ask for brief details is to assist the receptionist/person triaging in identifying any calls that may need to take priority, for example a small child with a fever and a rash that could potentially be meningitis as opposed to an adult with flu like symptoms

I have an urgent medical problem:

- You will be asked the reason for your call to enable signposting by our trained reception team
- Signposting by the reception team means they will suggest the most appropriate clinician who can deal with your query
- If appropriate our reception team will book you a triage appointment and you will receive a telephone call
- Your call may be redirected back to reception to book a routine appointment if your problem is not assessed to be urgent
- Our telephones are very busy between 8.30-9.30am please be patient with the receptionists – we operate a Zero Tolerance Policy

I cannot travel to another site:

- You will be offered an appointment at any of our 3 branches (our main site is at Port Isaac) – we are the Port Isaac Practice, Wadebridge and St Kew are branch sites
- This will limit the appointments we are able to offer you, therefore you may have to wait longer or have to call back to access an appointment