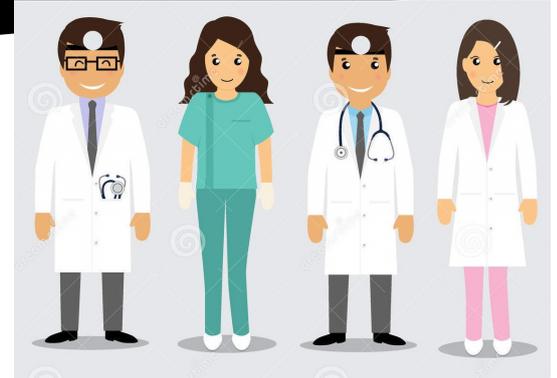


PORT ISAAC POST

New Clinical Team Member

We are very excited to announce that in January we were joined by Nicky York, our new Advanced Nurse Practitioner. Advanced Nurse Practitioners are registered nurses who have done extra training and academic qualifications and are able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients. Nicky will be a great asset to our clinical team.



NEW SERVICE

The dispensary are now offering a Managed Repeat Service – this means there will be no need to order your repeat medications. Please ask at the dispensary for details.

Advice for travellers from Wuhan

If you have returned from Wuhan in the last 14 days:

- Call NHS 111 to inform them of your recent travel to the city
- Stay indoors and avoid contact with other people as you would with other flu viruses

This means remaining at home for 14 days after arriving from Wuhan and not going to work, school or public areas. Where possible, contact a friend, family member or delivery services to carry out errands on your behalf. You should avoid having visitors to your home, but it's ok for friends, family or delivery drivers to drop off food.

- You should not use public transport or taxis until 14 days after your return from Wuhan.
- Where possible, contact a friend or family member to take your children to school.

Please follow this advice even if you do not have symptoms of the virus.

If you develop a fever, cough, runny nose, sore throat or difficulty breathing, you should continue to follow the advice above. Please do not leave your home until you been given advice by a clinician.



ZERO TOLERANCE

We are very sad to have to report that our administration staff are regularly being verbally abused by patients. The staff are acting under instruction from the partners we would be grateful if you would treat them with respect.

Our telephone calls are recorded and are monitored regularly, some of the calls contain offensive language and disparaging comments about staff and services.

We operate a very strict Zero Tolerance Policy

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. The following list is not exhaustive:

- 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
- Obtaining drugs and/or medical services fraudulently

Appointment News: We are the Port Isaac Practice, our main site is at Hillson Close in Port Isaac—we have branches at Bridge Medical Centre in Wadebridge and St Kew Highway. When you book an appointment it may not always be possible to offer you an appointment at the site of your choice.

PORT ISAAC PRACTICE WEBSITE

Take a look at: www.portisaacpractice.co.uk

