



Website: [www.portisaacpractice.co.uk](http://www.portisaacpractice.co.uk)

 : Port Isaac Surgery

## MEET OUR NEW DOCTORS...



**Dr Steve Derry**

Dr Derry is a GP partner who has been working in Cornwall for a number of years, and has joined Port Isaac Practice in November 2023.



**Dr Gemma Newman**

Dr Newman is a salaried GP who has relocated to Cornwall from Hampshire with her young family, and has joined Port Isaac Practice in January 2024.

## Statistics... End of year 2023 stats

### Telephones:

Total calls 2023 = 54,650  
Reception = 43,922  
Dispensary = 10,147  
Bypass = 577

### Appointments:

Booked (all types) = 33,206  
Patient did not attend = 186  
Face to Face = 9,300  
Triage/Telephone = 23,813  
Home visits = 93

### Nurse Appointments:

Booked = 19,130  
Patient did not attend = 398

### Health Care Assistants appointments:

Booked = 15,763  
Patient did not attend = 414

### Telephone stats December 2023...

Total inbound calls—4,973 (3325—67% Queued)  
Answered from the queue—3,053 (91.8%)  
Average Queue time—2m 29s



### Dispensing:

Items dispensed (January—November) = 110,045  
Prescription generated (January—November) = 49,548

### Patient Feedback:

Friends and Family test an average of **89%** of patients are either likely or extremely likely to recommend us (average of **172** responses/month)

### Other:

Flu vaccine given—nearly 2,400 including housebound patients.  
Covid Vaccine given—approx. 533  
Registered patients 2023 = 8726.  
2022 = 8374—increase of 352 patients.

**M M R**  
MEASLES MUMPS RUBELLA

**Measles is circulating, it is serious, very infectious and can cause complications.**

Especially for those with a weakened immune system, babies under one year and pregnant women.

You need **two doses of MMR vaccine** to protect you, see your **GP practice** to make an appointment.

**It is never too late to have your MMR.**

**i mmunisation**  
the safest way to protect your child

Measles cases are on the rise in England and across Europe. Make sure you and your family are protected against becoming seriously unwell with measles by checking you are up to date with the MMR vaccine.

Across England, on average one in ten children are not up to date with their MMR vaccinations, with some areas of the country as low as two in five, putting thousands of children at risk of catching measles and the disease spreading in unvaccinated communities.

Just two doses of the MMR vaccine gives you and your family lifelong protection against catching measles. The first vaccine is given at age one year and the second at age 3 years and 4 months old. If you've missed any doses it's not too late to catch up. Contact your GP Practice today to book an appointment to get up to date.

If you are unsure if you or your child are up to date, check your child's red book or GP records and make an appointment to catch up on any missed doses.

For more information on the NHS vaccination schedule, please visit: [NHS vaccinations and when to have them - NHS \(www.nhs.uk\)](http://www.nhs.uk)

## CHARITY BOOK/JIGSAW TABLES

### Bridge Medical Centre

Bridge Medical Centre book/jigsaw table donation's go to the charity Concern Wadebridge at The John Betjeman Centre.

### Port Isaac Surgery

Port Isaac book/jigsaw table donation's go to the charity Alzheimer's Research UK.

You can donate good quality books or jigsaws to the table by handing to reception.

If you fancy a book or jigsaw from the table, there is a donations pot available.



**Concern**  
WADEBRIDGE



**Alzheimer's**  
**Research**  
**UK**