

NHS App

If you're new to using the NHS App and you're not sure how to access the information, there is lots of information around to help you. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

Did you know that using the NHS App can help you access lots of information about your health?

- Request repeat prescriptions
- Check the status of your prescriptions
- See upcoming appointments
- View your health records



<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

<https://www.youtube.com/watch?v=Q0SCcLtw8JA>

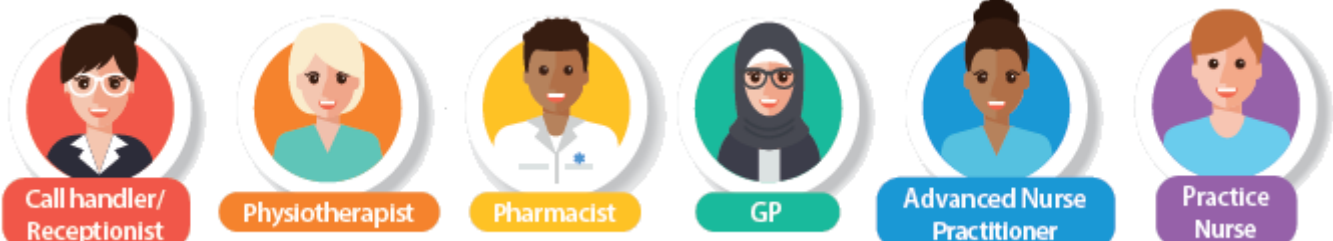
What are primary care networks (PCNs)?

Primary care networks (PCNs) are groups of GP practices that work together, and with other health and care providers, to deliver a wider range of services to the local population than might not be possible within an individual practice.

[PCNs were designed](#) to support general practices in the face of growing pressures, to bring general practices together with other primary care services, and to improve primary care through the introduction of additional services and an expanded multidisciplinary workforce.

The benefits of PCNs and of working at scale include:

- allowing practices to share resources, expertise, and services
- recruitment and retention of shared staff.
- improved integration of services across practices and the wider health and care system
- improved access and proximity of care for patients
- increase in the breadth and range of services available to patients
- sustainability of smaller GP practices
- opportunities for a collective response to political pressure on service provision
- reduction of health inequalities
- enhanced health and wellbeing of the local population



Communication

The Port Isaac Practice believes that we should inform patients about what's happening in the practice, to do this we use a variety of communication methods to reach as many patients as possible. Here are our main strategies :

Digital Communication :

- We update our practice website regularly with news and announcements.
- We use Facebook to share updates.
- We provide newsletters via the website and Facebook to keep patients informed



In-Practice:

- We display posters and notices in the waiting rooms and paper newsletters are available
- We use digital TV screens, to broadcast important messages.

Direct Communication :

- We send SMS messages for urgent updates or reminders.

Patient Participation Group (PPG) :

- We engage with our PPG to disseminate information and gather feedback.

Feedback Mechanisms :

- We have feedback systems, in the waiting room and online

If you have any other ideas about how we can communicate please let us know letters.portisaac@nhs.net

Things you may not know about the Port Isaac Practice:

- The practice operates from two large sites at Port Isaac and Bridge Medical Centre – Wadebridge
- We provide services to approximately 10,000 patients
- We have over 40 staff both clinical and administrative
- We are part of North Cornwall Coast Primary Care Network with Wadebridge and Camel Estuary and Bottreaux surgeries
- We are a teaching practice—you may see a trainee who will be supervised by one of our GPs
- Our telephones are answered in an average of 2 minutes
- We dispense an average of 11,000 items/month, handling approximate 5000 prescription/month.
- We use total online triage to request non nurse appointments via a system called Klinik:
 - If you do not have access to online services, we will call you back to complete the form with you
 - Requests are triaged by an nurse (retired) and our duty GP
 - You can request a call back morning or afternoon we will do our best to accommodate this.
 - You can see a GP F2F if the GP feels it is necessary – we have 6 GPs
 - In 2024 – 82% of patients who used the system rated the Klinik service good/excellent.
 - You may see our paramedic, GP, practice nurse, physiotherapist, social prescriber, mental health Practitioner or pharmacist, you may also be redirected the local MIU or pharmacist
- Each year we provide approximately 2,500 flu vaccines and approximately the same amount of covid vaccines
- We have an active Patient Participation Group—there is a form on the website or pop into the practice if you feel you may want to join
- We are a close knit, friendly practice who supports our staff wellbeing - they deserve to be happy at work
- We really care about our patients health and strive to provide the best service we can
- You can find out more about us and our services on our website www.portisaacpractice.co.uk
- Follow our Facebook page for up to date information.