

COASTAL PRIMARY CARE NETWORK

PERRANPORTH • CHACEWATER • CARNON DOWNS • ST AGNES SURGERIES



Primary care networks (PCNs) are groups of practices working together to build on the current primary care services whilst giving greater provision of proactive, personalised, coordinated and more integrated health and social care. Small enough to provide personal care while being large enough to benefit from the impact of collaboration. Our coastal cluster has approximately 19,000 patients and is rural in character. Our Primary Care Network (PCN) has the oldest over-65s population in the county and our clinical director is Dr Rob White from St Agnes Surgery.

THE CHANGES

Both at the Practice and in the Truro area life has been transformed. Cornwall has been spared the worst of Covid to date. This is in a large part down to you and your actions - huge thank you from us all. Your efforts in the coming months, combined with our support, will determine how the winter goes. We want to make sure is as manageable as possible for everyone.

BEFORE COVID - TRADITIONAL APPOINTMENT

We are a Practice looking after just nearly 6000 people. Before Covid arrived we delivered a traditional, mostly face to face appointment system with each lasting around 10 minutes. On a typical day we would:

- see 30 people in person
- speak to around 10 on the telephone
- visit those people who are housebound
- read letters and emails from the hospital
- read and review all results from the lab

EACH AND EVERY ONE OF YOU MATTER TO US

To make sure that we can look after each of person's specific needs, whether they are straightforward or complex, we have used a 'personal list' system where you are registered with a particular doctor. Full-time doctors would have around 1100 people they care for.

We know you, and you know us.

You've told us consistently that you like this arrangement. We have also found it's much more satisfying working this way. Knowing you means that we can understand both the impact and significance of illness on your life, not just the pure medical issue of the moment. Since Covid we've needed to provide more cross-cover for each other, so it may not always be possible to speak with your own doctor but we try to keep the continuity if we can, although this may mean you are waiting a little longer.

WHY SOME THINGS HAVE CHANGED - TO KEEP EVERYONE SAFE

Healthcare settings are a potential site of Covid transmission. By asking you to attend the practice only in situations where we can't adequately help you over the phone/video we aim to reduce the risk of you contracting Covid in the practice, passing it to other members of the public or healthcare staff.

WHAT HAS CHANGED?

TELEPHONE FIRST - IN PERSON APPOINTMENT WHEN NEEDED



OVERNIGHT CHANGES

Almost overnight we had to switch to telephone and video consultations. If we feel, having spoken with you, that we need to see you face to face in the practice, we have arranged this with you.

We have discovered that many issues we are able to sort out with you without needing to ask you to attend the Practice. This has been the case since the start of the pandemic and is likely to be the situation for months to come.

Because we can do a lot for you over the phone, when you come in to the Practice it might seem quiet in the waiting room. Most of the activity is now going on in a much less visible space, behind closed doors. When you come in, you are asked to wear a mask and socially distance from others in the waiting room.

PPE & 'HOT' CLINIC APPOINTMENTS

Before and after we see you, we put on/remove Personal Protective Equipment (PPE). We wipe down the surfaces and all of our equipment. This takes time. For each 10 minute appointment with you, we spend another 10 minutes cleaning things down. This is the same for our nurses & healthcare assistants.

If we see you as a 'Hot' Patient, so for patients with Covid symptoms, the precautions are much more extensive. We have to allow 30 minutes to see each person.

In order to be able to care for everyone effectively, we need to continue to call in to the practice only those people for whom we can't care well at a distance.

UPDATES - COVID VACCINATION

We will be in touch once we have more information to share with you.



WHAT DOES IT MEAN FOR YOU?

We remain deeply committed to providing the help you need, in a timely way. This winter is likely to be challenging.

All of the usual winter illnesses are expected, plus Covid on top. With Covid likely to be with us for months to come, we will need to continue providing most of our care to you initially by phone and in person when needed.

Once Covid has settled we will have a chance to rethink and your feedback then on how you want us to help you most effectively will be essential.

For now, thank you very much for understanding the need for these changes..

IF YOU'RE UNWELL AND NEED OUR HELP, AS EVER, GET IN TOUCH

How you choose to make contact will depend both on the urgency and type of the inquiry.

Self care

For information on Covid and more see <https://www.nhs.uk/>

By phone

Call 01872 863221 to arrange a telephone appointment. Typically we are able to sort out more than half of queries over the phone. In the remainder we can arrange a face to face appointment.

For non medial enquiries

Email enquiries.carnondowns@nhs.net please note this email account is for General Enquiries only and is looked at periodically between the times of 09.00am to 4:30pm, Monday - Friday.

Our website is the best place to find out information about the practice go to www.carnondownssurgery.co.uk

THANK YOU

From Dr Simpson, the Partners and Staff at Carnon Downs Surgery