



# SURGERY NEWS

Spring Edition - 2012

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## PRACTICE QUESTIONNAIRE

Thank you to everyone who completed a practice questionnaire towards the end of 2011. I am pleased to see it is felt we provide a good service and how the receptionists are valued also.

To pick up on a few comments, we have a generic surgery email address where you are able to order your repeat prescriptions rather than come to surgery, please ensure you supply adequate information within the email in order to make sure we have the correct patient. The surgery email is at the top of the newsletter.

There are routine appointments available every week specifically for workers, when ringing to arrange explain to the reception team who will be able to book accordingly.

Appointments can be booked in advance for the GP's and the Practice Nurses in order for you to be able to see the clinician of your choice hopefully at a time convenient for yourself.

## MIDNIGHT WALK—ST LUKES HOSPICE

Andrea's PA Samantha is taking on the Midnight Walk in aid of St Lukes Hospice on Saturday 21st July. She will be walking 13 miles starting and finishing at Home Park. We would like to wish her luck and if you would like to make a donation please inform reception. Thank-you in advance.



## WELCOME

We would like to say welcome to our newest member of the reception team, Stacey. Please remember she is still under training and may not be able to answer your questions/queries as quickly as the existing staff members.

# HAYFEVER

Hay fever is caused by an allergy to grass or pollens.

Common symptoms are a runny and itchy or blocked nose, sneezing, itchy and watery red eyes and an itchy throat. In some cases only nose symptoms occur, and in some cases only the eye symptoms occur. The commonly used treatment options for hay fever are antihistamine tablets. These are available over the counter at chemists and supermarkets. Other treatments are available on prescription for severe cases.



# NHS Dentist

NHS Dentists in Plymouth are taking on new patients. Anyone can make an appointment for a check-up. NHS treatment is free if you are under 18, under 19 and in full time education, pregnant or receiving certain benefits. Normal charges apply for other NHS patients.

To find your local NHS dentist please visit:

[www.plymouthpct.nhs.uk](http://www.plymouthpct.nhs.uk)

Or Call: 01752 434111 or email:

[Plymouth.dentistry@nhs.net](mailto:Plymouth.dentistry@nhs.net)



# Children's Surgery



At 4pm daily, we run a children's surgery. This is for children who have developed an illness over the last 24 to 48 hours. Not for any longer term illnesses or behaviour problems. Please make sure you are at the surgery by 4pm.

20 Adelaide Street  
Stonehouse  
Plymouth  
Phone: 01752 667623

## CARERS

Just a reminder to you carers that there are 'Carers Identification and Referral Form's' at Reception and there is also a number to ring

***PLYMOUTH CARERS SUPPORT SERVICE on 01752 201766.***

## Surgery Hours

Just a reminder that surgery hours are Monday to Friday, 9am to 6pm.

Any phone calls outside those hours will direct you to alternative services.