

FALMOUTH HEALTH CENTRE PRACTICE



We have administered 631 spring covid boosters this April!

Med3 Statements (sick notes).



- Requests for extensions to current notes can be made via telephone or at the front desk. Kindly note that we can only process these requests on the expiration date or a few days after. Please refrain from calling before 10:30a.m. for this reason.
- If you are absent from work for a period of 7 days or less, your employer should only request medical evidence in the form of a completed self-certification form, referred to as the 'SC2' form on the government website.
- To be issued with a new note for an ongoing problem, an appointment with a GP or our ANP will be necessary.

"I was put at ease from the moment I went into the treatment room, as I do not like injections, the nurse was also very gentle and talked me through the procedure."



Did you know?

72% of GP's work longer than their contracted hours.

Results from Royal College of General Practitioners Tracking Survey 2023.



Mythbusters.



"GP's, nurses and healthcare assistants only work 9-5 and rarely work weekends."

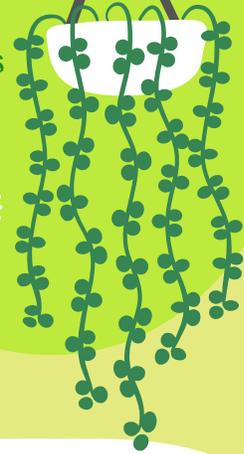
Members of our clinical team are regularly putting in 12-hour shifts Monday to Friday and working over the weekends. A recent survey revealed that nine out of ten GPs consistently exceed their contracted hours. To enhance patient access, we have been modifying our work approach by offering additional emergency appointments and exploring patient-friendly avenues such as web, telephone, and other platforms such as the NHS app to increase accessibility, even on evenings & weekends.

Monday mornings on the phone.



Kindly note that Monday mornings are consistently the busiest times for phone calls and front desk inquiries. You may have already heard our new phone message suggesting that non-urgent matters be addressed after 10.30am. If your concern is not urgent for a Monday specifically, please consider contacting us on a different day of the week.

Remember to use the NHS 111 out of hours service during evenings and weekends.



learn something new.

breathing exercises.

connect with people.

stress-busters.

set yourself goals.

be active.

avoid unhealthy habits.

good sleep health.

Stress awareness month.



If you search 'stress' on the NHS website, scroll to 'find an NHS talking therapies service' > 'start now' > 'continue' > enter your practice name and select the correct one > select 'refer yourself online' > complete the forms (for Cornwall Partnership Talking Therapies look in the blue box for the online form or the phone number to call). The NHS website / app is a great place to find further information and resources to help.

self referrals to talking therapies

Learn more about what our patient care coordinators do behind the scenes.



A typical day for a patient care co-ordinator involves handling prescription requests, completing patient registrations, processing important documents from hospitals, pharmacies and patients. They also participate in ongoing training opportunities, chaperone appointments, and invite patients to necessary appointments. Within the next few months our PCC's will be sitting in the treatment room clinics to learn how the nursing and health care assistant team operate day-to-day. This hands-on experience will provide our patient care coordinators with valuable insights into the daily routines and responsibilities of our healthcare professionals. By observing and participating in the treatment room clinics, they will gain a greater knowledge of the collaboration and coordination required to ensure the well-being of our patients.

M

T

W

T

F

