



# FALMOUTH HEALTH CENTRE

vol.01

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## RECORDS OF DNA AND LATE CANCELLATIONS

JANUARY 2ND-31ST 2024



For GPs and advanced practitioners, there were **47** unattended appointments and **16** late cancellations that were unable to be used. Over the month period, that is a total of **63** unused single appointments, essentially a full day clinic for two clinicians. For our nursing and healthcare assistant team, a total of **9.03%** of all single appointment slots were unused, that is **218** appointments. It was found that **92** of these were late cancelled appointments that couldn't be filled in time and **126** were unattended appointments. With this being said, we ask that if you have been advised to book an appointment in advance, you do so as soon as possible. One month's notice for appointments with our nurses as a minimum will allow for more availability when booking, we can arrange around a specific day of the week or within a morning or an afternoon clinic.



WOULD YOU LIKE A VIRTUAL COPY?  
ASK AT RECEPTION AND WE CAN  
TEXT OR EMAIL ONE TO YOU!

# CERVICAL CANCER PREVENTION WEEK

JAN 22-28

It is important to remember that cervical cancer is rare and largely preventable, however, **9** women a day are diagnosed in the U.K. and **2** women a day lose their lives to this disease. Further to this, **1 in 3** women and people with a cervix do not take up their screening invite.

## DID YOU KNOW?



If you have an appointment in one of our contraception clinics for a coil change, fitting, removal or check, the clinician can take the sample at the same time! Alternatively, it is a double appointment with one of our practice nurses; Emma, Gaynor, or Aimee.



**HPV** vaccines are given to prevent infection by certain types of human papillomavirus. Although most individuals would have received this vaccine at school, we can still offer these injections up until **25** years of age, dependent on meeting criteria.

Ask Alexa allows you to get NHS approved answers from simple voice questions. So the next time you're wondering, ask 'Alexa, what are the symptoms of flu?'



## NEW FACES AT THE PRACTICE

We would like to welcome our new apprentice Ellie who is completing her business administration apprenticeship. You will find her working at the front desk mostly, we are so happy to have her working alongside us. Dr Hayley Savage will also be covering Dr Cara Garbett's maternity leave. We are pleased to announce she has welcomed a baby girl. Both of our new colleagues are great fits for our FHC team and we hope you agree!

## REFERRAL TO TREATMENT WAITING TIMES



If you would like more details regarding waiting times, the Royal Cornwall Hospital NHS website can provide this information. In addition to treatment referrals, this section of their website will allow you to find current waiting times for urgent care across Cornwall, diagnostics and first outpatient appointments. Please enquire at reception if you would like some help navigating the website, alternatively this is accessible within the **NHS app** 'Your health' > 'Upcoming and past appointments' > 'Hospital referrals and appointments' > 'Waiting lists'



## INTRODUCING NHS APP CHAMPIONS!

We have appointed two patient care coordinators as NHS champions, Alex & Laura. Together, they will be working towards making the NHS app more accessible. The pair of them will be points of contact for our FHC colleagues and patients, should you have any queries.



## MEDICATION SHORTAGES

As some of you may know, there are currently shortages for trulicity, at present, there is no alternative and it will be a matter of waiting for the stock.