



Pensilva Health Centre

Welcomes new patients, please call in to the surgery, telephone or go online

Practice Announcement

Further to the recent article in the Parish Pump, Pensilva Health Centre would like to reassure all its patients that we are not closing.

Many smaller surgeries are at risk, however Pensilva Health Centre is not one of them. We have been one of the top three fastest growing surgeries in Cornwall over the last few years and our patient numbers continue to rise. We have responded to this by successfully recruiting more doctors, nurses and more support staff to ensure we continue to provide the high quality patient care that we strive for. In this current climate many surgeries are struggling to recruit clinical and support staff, however Pensilva Health Centre's excellent reputation, our strong patient focus ethos and cohesive, motivated team has enabled us to recruit.

We have a community of loyal patients and wish to thank you all for your continued support. We also have great support groups, including The Friends, The Patient Participation Group and all the many groups they have initiated.

We are aware many people have been upset by this article and we wish to reassure you Pensilva Health Centre remains here for you.

The Practice Manager

Patient Online Access

Our current users of 'The Waiting Room' should recently have received an email regarding upgrading the system. Over the next few weeks we will begin moving all existing accounts to the new system.

If you would like to start using our online system and are not currently registered for 'The Waiting Room', please see our website for further details.

Users of our old repeat prescription ordering system will soon be contacted to move over to the new system as the old one will be switched off in the near future.

Practice Team

Dr McCartney is leaving the practice on 31st March. We hope you join us in wishing him well in his future ventures.

Dr Ian Buchanan will be joining as partner from 1st April. He has been working here since September 2016 as a salaried GP and we welcome him to the partnership and team.

Due to our increasing patient numbers, we have employed a new Dispensary Clerk to assist the Dispensing team. Our Practice Nurse, Georgina, will be returning from Maternity leave in April. We are also looking to recruit a Nurse Practitioner to work alongside the doctors and nursing teams.

We have also recruited a new receptionist and increased our Administration team.

Our services

Community Nurses
Community Midwife
Health Visitor
Psychology & Counselling services
Alcohol & Drugs Counselling services
Lifestyle Counsellor
Community Psychiatric Nurses
Macmillan Nurses
Diabetic Liaison Nurse
Smoking Cessation service
Travel Advice
Immunisations
Contraceptive Services
Minor Surgery
Minor Injuries
Chronic disease clinics

Friends of Pensilva Health Centre

We would like to thank the Friends of Pensilva Health Centre for their continued support.

They have recently purchased new adjustable couches for all the consulting rooms.

Patient Participation Group.

The PPG hold regular meetings at the surgery. If you are interested in finding out more or getting involved, please contact the surgery and ask for a member of the PPG to contact you .

Walking Group

We are delighted to know the Walking Group is very well attended and a great social group who would welcome anyone new who is interested in joining. Contact Ann Wood on 01579 364085 for further details

Pensilva Health Centre

School Road
Pensilva
Liskeard
Cornwall
PL14 5RP

Appointments: 01579 362760
Enquiries: 01579 362249
Fax: 01579 363323
Website:
www.pensilvahealthcentre.co.uk

Opening Hours

Monday to Friday 8:30am to 6:00 pm
(Closed Tuesday 1:00 to 2:30pm for staff training)
Dispensary are closed from 1.00 pm to 2.00pm

We are on the web!
www.pensilvahealthcentre.co.uk

Doctors Availability

Whilst we try to meet any emergency appointment needs, we appreciate some patients prefer to see a specific doctor, therefore to help you to plan your appointments, below are the days normally worked by each of our GP's.

Dr Cole (f)	Monday & Thursday
Dr McCartney (m)	Tuesday (am), Wednesday and Friday (am)
Dr Duke (f)	Thursday & Friday
Dr Davis (f)	Wednesday & Thursday (am)
Dr Baines (f)	Monday, Tuesday, Wednesday & Friday (am)
Dr Buchanan (m)	Monday, Tuesday, Thursday (pm) & Friday

Moving house?

If you are moving house but would like to remain a patient at the surgery, do enquire at reception, we may be able to help you.

If you are relocating to within a certain proximity to the surgery it is possible we can still fulfill your needs.

If you are moving to within one mile of a pharmacy we can still provide all our other services to you however we can no longer dispense to you.

Please do ask and we

will do our best to help you.

Changed your contact details?

Please do let us know if you do change your address or contact telephone number(s) so we can keep your records up to date.

Magazines

We would like to thank everyone who has kindly donated books and magazines to the surgery, your donations are most appreciated. Unfortunately we are no longer able to accept donations due to Infection Control.

Repeat prescriptions

If you prefer, you can order your repeat prescriptions online via our website at www.pensilvahealthcentre.co.uk

If you go to the home page and click the link 'Order your repeat prescriptions securely online'. You will need to register to use the service initially and the system will then remember you and your order for use next time.

Feedback...

We welcome feedback on our services to you. If you have any suggestions or feedback about our services, please let us know by writing to the surgery or filling in one of our feedback forms located in the surgery or online at www.pensilvahealthcentre.co.uk. You can also put your feedback on NHS choices website at www.nhs.uk