

**WELCOME TO THE PRACTICE OF
DRS JONES, TREVAIL, JONES, BAKER,
DANIELSEN, BOISSONADE, STEPHENS, SMITH
AND MRS SOPHIE CASEY**



**POOL HEALTH CENTRE
STATION ROAD
POOL
REDRUTH
CORNWALL
TR15 3DU**

APPOINTMENTS: 01209 717471

FAX: 01209 612160

WEBSITE: www.poolhealthcentre.co.uk

THE GENERAL PRACTITIONERS

Not a limited partnership

Dr Ben Jones	MB BS London 1981 MRCGP DA DRCOG
Dr Phil Trevail	BM Southampton 1986 DRCOG MRCGP DFFP
Dr Helen Jones	MB BS London 1982 DCH
Dr Tim Baker	MB ChB Bristol 1985 DA DCH DRACOG MRCGP
Dr Mark Danielsen	BM Southampton 1992 BSc MRCP DRCOG DFFP
Dr Julie Boissonade	MB ChB Manchester 1983
Dr Kath Stephens	MB ChB Bristol 1997 DGM DCH DRCOG DFFP MRCGP
Dr Jon Smith	MB BS London 2001 BSc DRCOG MRCGP

THE PRACTICE STAFF

Practice Manager

Stephen Holby leads the management team.

Receptionists

13 Reception and Admin staff.

Nurse Practitioners

Sophie Casey – Nurse Practitioner – Partner	RGN NPDip MSc
Helen Scott – Nurse Practitioner	ENG RCN BSc (Hons)

Practice Nursing Team

Sarah Ford	Practice & Acute Illness Nurse RGN DipHE Nursing
Liz Cousins	Practice Nurse RGN DipHE Nursing
Debbie De Falco	Practice Nurse RGN
Karen Roberts	Assistant Practitioner FdSc Healthcare Practice
Carly Clarke	Healthcare Assistant
Ann Curtis	Phlebotomist
Carol Whitham	Phlebotomist

Others

The Cornwall & Isles of Scilly Primary Care Trust has a number of attached staff who share offices at the surgery including Counsellors, Midwives and Health Visitors. The Health Visitor is a state registered nurse with midwifery experience and training in child health and development. All the above have offices in the Health Centre and can be contacted weekdays by telephoning 01209 886575.

TRAINING PRACTICE

As an approved training practice, we usually have at least one doctor with us for a 12-month period as a registrar. The registrar is a fully qualified doctor with several years' experience in hospital medicine, who is completing the post-graduate training in general practice and who functions as an independent practitioner, sharing the on-call and surgery duties. We may occasionally request your consent to video these consultations to be used in general practice training. Please be assured you can decline to participate at any time with no prejudice to your care. We also have medical students from Peninsula Medical School with us from time to time. The receptionist will inform you if a medical student is sitting in with your doctor.

SURGERY TIMES

We are open Monday to Friday from 8.30am to 6.30pm and, on some evenings, up until 8.00pm. Within that time frame we aim to ensure that an appointment will be available with a primary care professional within 12 hours and a GP within 48 hours. It should therefore be unnecessary for patients to request a non-routine appointment in all but exceptional circumstances. We are, however, almost always able to ensure that patients who so wish can be seen the same day by the Nurse Practitioner, Acute Illness Nurse or the Duty Doctor at the surgery, though in these circumstances you may be asked to attend an open session without a formal appointment time. The surgery also provides telephone consultations so that appropriate advice can be given without requiring a visit to the surgery.

APPOINTMENTS

Please call in or telephone 01209 717471. When telephoning, please bear in mind that the early part of the day can be busy. Appointments can now be booked over the internet – please visit our website www.poolhealthcentre.co.uk to sign up for online appointment bookings. If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (telephone 999) before calling the surgery.

HOME VISITS

Please telephone 01209 717471, before 10.30am if possible. Visits are for those who are housebound or who are too ill to be brought to the surgery, so please visit the surgery if you can. The duty doctor will usually telephone you before confirming a home visit.

TO SPEAK TO A DOCTOR

All the doctors are prepared to give advice over the telephone, but may not be free when you call. The receptionist will take details and can usually arrange for a clinician to return your call.

FLOWERS CLOWANCE

- Fresh Cut Flowers
- Flowers by post
- Florists
- Wholesalers
- Floristry Sundries
- Free Local Delivery

www.flowersbyclowance.co.uk

Telephone 01209 831317

Opening Times: Mon - Fri: 8 to 5pm Sat: 8 to 12pm

Clowance Nurseries, Praze, Camborne, Cornwall TR14 0NW

Say it with Clowance

THERE is something special about receiving flowers, whether a bouquet, basket or arrangement, to mark a celebration or special occasion.

Flowers by Clowance offer the very best in Cornish flowers, delivered direct from the family-run Clowance Wood Nursery, which produces a stunning range of flowers and plants that will delight and enchant the recipient.

“Our aim is simple, and that is to provide the very best in Cornish cut flowers direct to the recipient’s front door, all at affordable prices,” said manager James Cock.

“It’s a service we have been providing for over 65 years, and which allows us, as an independent business, to keep Cornish values alive in the local area.”

The business, still in the hands of the Clowance family, with third generation James at the helm, is renowned for its prompt and reliable delivery service, no matter what the occasion.

“Flowers can mark both happy and sad times, from birthdays and weddings to funerals and memorials, and we aim to provide arrangements that reflect the sentiments of each occasion,” added James.

For more information or to place an order, call (01209) 831317 or visit www.flowersbyclowance.co.uk

ADVERTISING FEATURE

OUT-OF-HOURS SERVICE

The Primary Care Trust is responsible for commissioning an out-of-hours service which is currently provided by Serco Health. You may be asked to attend your nearest Emergency Clinic, or a doctor may be sent to your address. Telephone **01209 717471** out of hours and your call will automatically be diverted to their staff. Please note that this service is for EMERGENCIES ONLY that cannot wait until the surgery re-opens.

NHS DIRECT

NHS Direct can be contacted 24 hours a day, 7 days a week by calling 0845 4647 or by visiting their website www.nhsdirect.nhs.uk

REGISTRATION

All new patients will be required to complete a registration form and will have the opportunity to fill in a health questionnaire, giving details of medical history and lifestyle, and be offered an appointment for a new patient medical check with the practice nurse or doctor.

REPEAT PRESCRIPTIONS

When you need a repeat of a regular prescription, please bring or post your repeat slip to the surgery. It is our policy that prescriptions will be ready for collection in two working days. If you enclose a stamped addressed envelope your prescription will be returned by post. Repeat prescriptions cannot be taken over the telephone for safety reasons but may be submitted by e-mail to healthcentre@pool.cornwall.nhs.uk or ordered via our website www.poolhealthcentre.co.uk

TEST RESULTS

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

CLINICS

Antenatal Clinic

Wednesday 9.00am - 5.00pm and Thursday 9.00am - 1.00pm
Patients are seen by the midwife at the clinics by appointment.

Baby Clinic

Wednesdays or Thursdays 1.30 - 4.00pm

The baby clinics are run by the doctors and Health Visitors for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or a health visitor. Appointments for the clinic will be sent to those children when each check is due.

Other clinics offered:

Stop Smoking Clinics

Contraception

Well Woman Clinic

Minor Operations - please see your own doctor first for assessment.

Bonaer Care Home

A Home From Home with 24-hour Nursing Care

Overlooking the Hayle Estuary and St. Ives Bay, the home is located a short walk from the centre of Hayle with all its amenities including a post office, banks and shops.

Facilities include:

- 25 single bedrooms
- 3 companion rooms
- All rooms tastefully and individually decorated
- Specialist equipment includes Parker baths, hoists, pressure-relieving mattresses
- Regular visits from hairdresser & chiropodist
- Music therapy



To arrange a visit please call **01736 752090**
17 Station Hill, Hayle, Cornwall TR27 4NG
www.bonaercarehome.co.uk

A Home From Home

Bonaer Nursing Home, situated in an historic, 200-year old building with spectacular views across St. Ives Bay, has been offering dual-registered residential and nursing care for over 25 years.

Owned and operated by Tony and Sarah Metalle, who took over in 2003, the home is known for its convenient location and relaxed atmosphere.

“Many people will remember the building as a doctor’s surgery, but it has been fully converted to offer everything from convalescent and respite care through to 24 hour care for the fully dependent,” explained Tony, who came into the care business from a catering background.

As a qualified Senior NHS Nursing Sister, Sarah is particularly well placed to supervise the home’s nursing care. “It’s a partnership that works well, and we’ve worked hard for that home-from-home feel,” said Tony.

With 25 single bedrooms and three companion rooms, Bonaer Nursing Home has a range of facilities for residents to enjoy.

“We have extensive gardens to the front, and to the rear we have a fully landscaped garden that is popular with the residents,” said Tony. Entertainment and excursions are also regularly arranged.

Tony brings his expertise to the catering side of the partnership. “We prepare all food on the premises from fresh ingredients, and we cater for all special dietary requirements,” he said.

The relaxed atmosphere extends to pets and grandchildren, both of which are welcomed. “We have open visiting and are happy for prospective residents to drop in and see us,” Tony added.

For more information, call Bonaer Nursing Home on (01736) 752090, or see www.bonaercarehome.co.uk

NURSE CLINICS

Our Practice Nurses hold surgeries by appointment every day to deal with:

- | | |
|--------------------------------|----------------|
| Wound management and dressings | Blood tests |
| Cervical smear tests | ECGs |
| Injections | Immunisations |
| Blood pressure checks | Dietary advice |
| Weight reduction | Healthy eating |
| Exercise | Contraception |

Our senior nursing staff will see patients for conditions such as asthma, diabetes and coronary heart care.

NON-NHS EXAMINATIONS

Certain medical services are not available within the framework of the National Health Service but may be provided by doctors within the practice at their discretion. Such services include medical examinations for insurance purposes, travel vaccinations, HGV/PSV/Driving and pre-employment medicals. Charges for these services accord with rates recommended by the British Medical Association (BMA) where applicable.

TRAVEL IMMUNISATION/VACCINATIONS

For advice and immunisation please see the practice nurse at least six to eight weeks before travelling.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes or who are residents of nursing and rest homes.

Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit may be arranged.

Yellow Fever Vaccinations

We are an authorised Yellow Fever Vaccination Centre.

COMMENTS AND SUGGESTIONS

Comments or suggestions about the services we provide should be addressed to Mr Stephen Holby, Practice Manager. Details of our complaints procedure are overleaf. Complaints may be made verbally or in writing.

DISABLED ACCESS

We work within a single-storey purpose-built surgery with access suitable for wheelchairs. The Health Centre also has a toilet for disabled users and induction loop equipment for the hard of hearing. We have reserved car parking spaces for the disabled near the front doors.



tre'care
group

Our Services . . .

Our friendly, caring homes are owned by the tre'care group who have a great deal of experience and resources in running reliable, caring and successful homes for our residents, whatever their individual requirements. It is our policy to provide the best possible standards of care and support for our residents to enjoy a living environment which is comfortable, safe and as independent as they would wish

Within our group of homes, our comprehensive range of services and support includes:

- **Catering** - varied menus for all palates, special diets catered for
- **Visiting** - visitors are welcome at any time
- **Admissions** - we encourage doctors, prospective residents and relatives to visit and view the facilities offered
- **Ancillary Services** - we have a chiropodist, hairdresser, optician, dentist and clergy (all denominations) who all visit upon request

. . . friendly caring homes



Tregenna House Care Home

Registered with the Commission for Social Care Inspection

- Dementia and mental disorder residents catered for
- Attractive Victorian house standing in its own mature gardens
- Easy walking distance to shops, buses, railway station and all local amenities
 - 44 beds of which 5 are en-suite
- Our team of carefully chosen nurses is led by a Matron/Manager who is an RMN with many years' experience
- Full-time activities co-ordinator who organises a varied selection of events
 - Funding by private and/or local authority resources accepted



Trefula House Care Home

Registered with the Commission for Social Care Inspection

- The home sits within 16 acres of its own land
- Pleasant gardens with fine views front and rear
- Spacious accommodation for our residents
 - 34 beds of which 12 are en-suite rooms
- 12-bed dementia unit is secure and with its own lounge and dining rooms
- Our team of carefully chosen nurses is led by a Matron/Manager with many years' experience
 - Funding by private and/or local authority resources accepted



Little Trefewha Care Home

Registered with the Commission for Social Care Inspection

- Situated on the edge of the village of Praze-an-Beeble
- Close to all local amenities: post office, newsagents, stores, bakery and inn
 - Over 50s club, WI and Sunshine Clubs for all those interested in outside activities
 - Staff on-call 24 hours
 - 20-bed residential home
 - Comfortable lounge with large screen television
- Patio doors open on to our gardens which are flat and have seating areas
 - Funding by private and/or local authority resources accepted

Head Office: Little Trefewha, Praze-an-Beeble TR14 0JZ

Tel: Administration (01209) 832085 Fax: (01209) 832016 Email: admin@trecalegroup.co.uk Web: www.trecalegroup.co.uk

Care for all

At the Tre'Care Group of residential nursing homes, the experienced team are committed to providing care that places their residents at the centre of every service they provide.

We never forget that each resident is a unique individual who has led a full life before living with us. Our residents come to live with us because of differing levels of nursing need, from the unsteady or infirm who just need a little reassurance to those with dementia or who have come out of hospital with more complex nursing needs.

The Tre'Care Group pride themselves on providing high quality care across their three bright and welcoming homes.

Little Trefewha is a purely residential home for those who now find it difficult to live alone, where we offer care that supports each resident's independence and right to choose.

It's a 20-bedded home with its own gardens, all the facilities you'd expect to find and more, and has regular visits from chiropodists, hairdressers and opticians. Clergy visits are regular and welcome.

Tregenna House, on the outskirts of Camborne, offers dementia care and rehabilitation, while Trefula House specialises in caring for dementia sufferers and basic nursing care.

We believe that all our residents are entitled to the best possible care, in partnership with their families. After all, we aren't just a care facility, we are their home.

For more information please call the home managers at Little Trefewha on (01209) 831566, Trefula House on (01209) 820215, or Tregenna House on (01209) 718083 or visit

www.trecaregroup.co.uk.

ADVERTISING FEATURE

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 40 YEARS



Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a Practice Complaints Procedure under the terms of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

How To Complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days or, at most, a few weeks, because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint as soon as possible. In any event a complaint should normally be made not later than 12 months after:

- The date at which the matter which is the subject of the complaint occurred
- or
- If later, the date on which the matter which is the subject of the complaint came to your notice.

Complaints should be addressed to Mrs A Curtis or any of the doctors. Alternatively, you may ask for an appointment with Mrs Curtis in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on Behalf of Someone Else

If you are unable to complain, a relative or friend can make the complaint on your behalf.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Your Additional Rights

If you are dissatisfied with the action taken to try to resolve your complaint please say so; we may be able to do more to help. If, however, you still remain unhappy, you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

The Independent Complaints Advocacy Service (ICAS) can help you make a complaint if you wish.

The contact details are:

Independent Complaints Advocacy Service (ICAS)
1st Floor, 17 Dean Street, Liskeard, PL14 4AB
Tel: 01579 345193
Email: liskeard.icas@seap.org.uk

CONFIDENTIALITY

Clinical and administrative staff have access to medical records in the course of their duty. Personal health information is confidential and may not be released without the patient's informed consent. There are strictly limited exceptions to this where the clinician determines that release is justified in the specific circumstances.

We take our responsibility of patient confidentiality very seriously. All our staff including the receptionists are well aware of their roles and will not divulge any information given to them except to the appropriate GP. Please feel at ease when requested to give them information (for example if requesting a phone call or visit from the doctor) that the details you give will be dealt with in strict confidentiality. Similarly, we cannot and will not divulge medical information including test results to anyone other than the person who had the test. This is irrespective of whom is asking for the information. Sometimes parents of teenage children expect to be able to obtain test results for them automatically but, if your child is competent legally, then we are bound to keep their confidence unless they specifically give us permission to discuss their results with you. The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.

FREEDOM OF INFORMATION

The practice produces a publication scheme in accordance with the Freedom of Information Act. Copies are available by application to the Practice Manager.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Zero Tolerance

Pool Health Centre tries at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to both the staff and doctors at the surgery. Whilst we understand that a visit to the doctors can at times be stressful or worrying we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery. Any patient being threatening or abusive to any member of our team will be removed from our practice list without further warning.

Practice Charter

The practice will consider all applications to register regardless of gender, age, disability, race or income.

Registered patients have the right to:

- Receive treatment regardless of gender, age, disability, race or income.
- Consult with a clinician within 24 hours for urgent medical problems.
- Access the practice deputising service out of hours.
- Have your treatment explained to you.
- Confidentiality.
- Refuse to be treated in front of any medical students.
- Complain, without discrimination, if there is a problem.

Registered patients are responsible for:

- Making and keeping appointments.
- Notifying the surgery if unable to keep an appointment.
- Ordering repeat prescriptions in adequate time.
- Behaving in an acceptable manner.
- Switching off mobile phones when in the surgery.
- Informing the practice of any change of address, name or telephone number.

In respect of patients aged over 75 years and those who have not attended in the previous three years, there are special provisions in our contract with regard to providing a consultation. These make no practical difference to the services provided to those patients.

Patients have the right to express a preference to receive services from a particular performer or class of performer either generally or in relation to any particular condition.

GENERAL INFORMATION

Under the terms of our contract with the PCT we are obliged to include the following information within our practice booklet:

Pool Health Centre provides Personal Medical Services as defined in its contract with the Cornwall and Isles of Scilly Primary Care Trust. Further details regarding the content of the services it commissions may be obtained from the Cornwall and Isles of Scilly Primary Care Trust, Sedgemoor Centre, Priory Road, St.Austell, Cornwall PL25 5AS. Tel 0845 170 8000.

CHANGE IN PERSONAL DETAILS

If you change your name, address or telephone number (including mobile phone numbers) please inform us as soon as possible so that we can keep our records up to date.

Let our practice publications promote your business for you!



To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Jenny Mellenchip now on **0800 612 1516.**

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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PRACTICE MAP

