



Meneage Street Surgery

- Website: <http://www.meneagesurgery.com>
- Email: info@meneagesurgery.com

Fact Sheet 1: Surgery Overview

To enable a greater understanding of how our practice works, how to access care, and what we do at the surgery, the Patient Participation Group will produce fact sheets in bite-sized chunks on a regular basis. The first is an overview; details, descriptions, and 'how-to' sheets will be included in subsequent issues. Your feedback is welcome.

Contact: *Address:* 100 Meneage Street, Helston, TR13 8RF
 Phone: 0844 387 9888 or 01326 558714
 Out of hours: 0844 387 9888 - transfers to NHS 111
 Fax: 0844 387 9889
 Website: www.meneagesurgery.com

Surgery hours: *Mon, Tue, Thu:* 08:00 - 19:00
 Wed, Fri: 08:00 - 18:30

Partners: Dr Alan Twomey MB BS (London 1996) BSc MRCGP DRCOG
 Dr David Vyvyan MB BS (London 1997)
 Dr Kathryn Shaw MB ChB (Glasgow 1990) MRCGP DRCOG
 Linda Granger Managing Partner/Practice Manager

Salaried GP: Dr Elaine Mowle MB ChB (Bristol 2008) MRCGP

Nurse Practitioner: Anna Elliott

Practice Nurses: Anne Pascoe, Sally Dunn, Terry Cook

**Phebotomists /
Health Care Assts:** Andy Pay, Gill Dodson

Admin team incl: Secretary, receptionists/admin assistants, summarizer, community midwives, district nurses, health visitor, community matron, counsellors

Our telephone lines are open from 08:00 to 18:30 Mon - Fri, the appointments line is available from 08:30. Calls outside these times will transfer to NHS111. Some appointments may be booked on the Internet via our website. Home visits, for those too ill to go out or housebound, should be requested in the morning.



Patient Participation Group

- Website: www.meneagesurgery.com/ppg
 - Email: ppg@meneagesurgery.com
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Frequently Asked Questions

What is the Patient Participation Group and who is it for?

The PPG's members act as representatives of the patient population, and are a way of better connecting general practice with the community it serves. We meet on a regular basis to have open and constructive discussions about the services available - always with a view to taking action to make real improvements for patients and for the practice.

What kind of things does the Patient Participation Group do?

We're working to improve communication between patients and the practice. By producing regular newsletters, improving the practice website and chatting to patients face to face, we are able to better understand and help the practice in responding to your needs.

We have a short open forum at the beginning of every meeting. The next three scheduled meeting dates are published on our website, and the first fifteen minutes of each meeting is open for all to come and ask questions.

How do I contact the PPG?

Primarily, we have the PPG email address: ppg@meneagesurgery.com. You can also drop in a note to the surgery reception, or request a member of the PPG to call you by asking at reception and providing your phone number and an appropriate time. Remember, we also have the open forum at the start of each meeting where you can speak to all attendees!

Who can join? What qualities are you looking for in patients?

Anyone can participate! You do not need to be an NHS expert; just willing to engage in open constructive dialogue and generally act in the best interests of all patients.

How do I sign up?

If you think you may be interested, drop into one of our pre-meeting open forums (see the website for meeting schedules), speak to us and collect a sign-up form! If you're sure you want to sign up right away, you can drop into the surgery to collect a form from reception or download it from our website, then return it to the surgery at your earliest convenience or simply bring it to the next meeting.