

Carn to Coast  
HEALTH CENTRES

# PRACTICE INFORMATION LEAFLET

For full partnership details see [www.carntocoast.co.uk](http://www.carntocoast.co.uk)

## Welcome to Carn to Coast Health Centres

**Carn to Coast Health Centres** is a general practice partnership<sup>1</sup> with a main surgery at Pool Health Centre and sites at Homecroft Surgery (Illogan), Trevithick Surgery (Camborne) and St Day:-

- **Pool Health Centre**, Station Road, Pool, Redruth TR15 3DU
- **Homecroft Surgery**, Voguebeloth, Illogan, Redruth TR16 4ET
- **Trevithick Surgery**, Basset Road, Camborne TR14 8TT
- **St Day Surgery**, Scorrier Street, St Day, Redruth, Cornwall, TR16 5LH

This leaflet is designed to give patients an overview of the Practice and its services. All these details and more may be found on the Carn to Coast website: <https://www.carntocoast.co.uk/>

### Disabled Access

Pool Health Centre, Homecroft Surgery and Trevithick Surgery have reserved car parking spaces near the front doors for people with disabilities, toilets for disabled users and induction loop equipment for the hard of hearing. Both Pool Health Centre and Homecroft Surgery offer access suitable for wheelchairs but wheelchair access at Trevithick is more challenging.

Owing to the position and nature of the branch in St Day, its facilities are more limited.

### Telephone Access

The Practice telephone number is 01209 717471

**URGENT CARE:** Our phone lines are open from **0800** to **1830** hours Monday to Friday for urgent care.

**ROUTINE CARE:** Please ring between **0800-1300** or **1400-1700** for issues of a non-urgent nature.

Please do listen to the phone messages which aim to provide helpful information to patients.

Please also note we now have a '**callback**' service on our phone lines - instead of waiting to be answered you can elect to receive a call back when your call reaches the front of the phone queue, leaving you to get on with activities. Feedback from patients has been very positive since this feature was introduced.

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<sup>1</sup> We are not a limited partnership.

## When We Are Closed

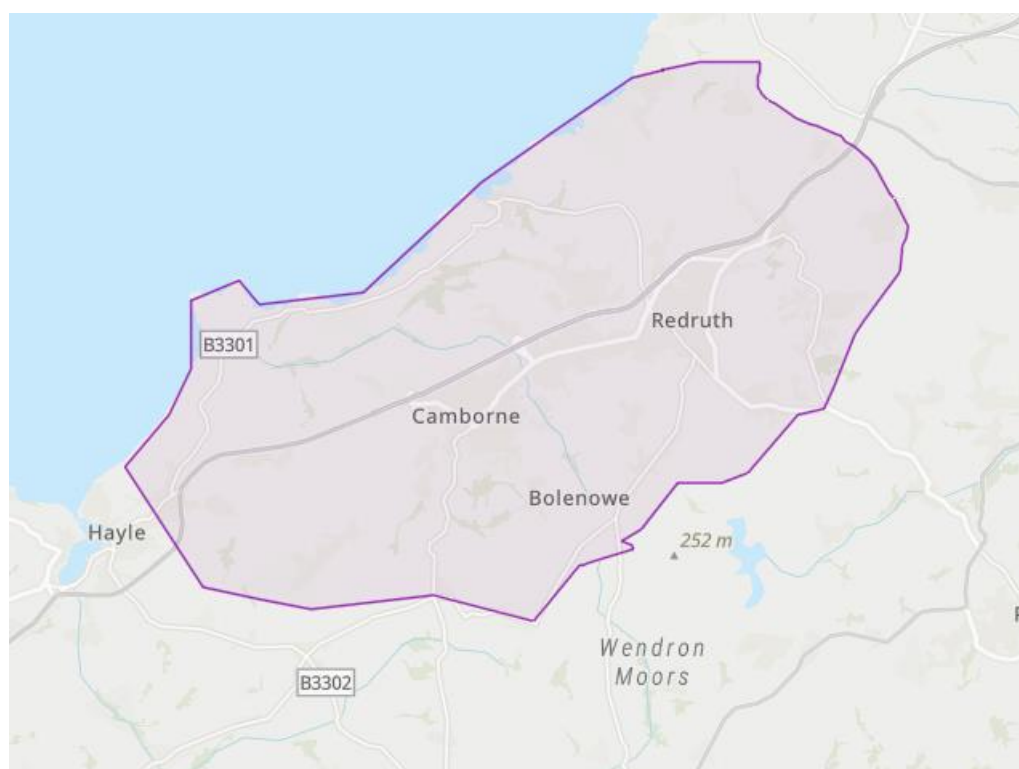
Our core Practice opening hours are between 8.00am and 6.30pm Monday to Friday (except bank holidays). The times at which our practice doors are open at each site are shown on the next page. Additionally, there may be ad hoc times at which we only have capacity to take calls for urgent matters but we will always make this clear on our phone system and share via social media.

Some routine appointments may be available for booking outside core hours but the Cornwall NHS 111 service<sup>2</sup> looks after the urgent care of our patients for the majority of the time at evenings, overnight, weekends and on bank holidays. So, if you need advice before 8.00am or after 6.30pm on a weekday, or at any time at the weekend or on a bank holiday, please contact NHS111 either online ([111.nhs.uk](https://111.nhs.uk)) or by calling 111 on your telephone.

Our phone lines will always play an informative message telling patients where to get help when we are closed so patients can always ring the surgery at any time and they will either find us open or can listen to the message which will advise how to obtain urgent medical care.

## New patients

We welcome new patients living within our **practice area**,



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<sup>2</sup> [About the Service – Kernow Health | Keeping General Practice at the heart of patient care - Kernow Health | Keeping General Practice at the heart of patient care](#)

All new patients may book a health check with a member of the healthcare team if they wish in order to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking.

## How to register

Registering with our surgery is easy. Medical treatment is available from the date of registration. **If you have access to the internet, the simplest way to register is by going to the Carn to Coast website - click on 'New Patients' and then 'Register at our GP practice.** You will also find a link on our site to a map of our practice area with an integrated postcode look up table feature, to allow you to check you live within our practice boundary.

If you cannot complete your registration online and instead wish to complete your registration forms in the comfort of your own home please download a registration form from the site or visit/contact the surgery for one and complete all relevant sections for each family member you wish to register. Our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so it would help if you could provide proof by way of a recent utility bill.

Please ensure the registration form is signed before returning it by post, by hand or emailing it to [carntocoast@nhs.net](mailto:carntocoast@nhs.net) . If you have already made an appointment to see a doctor or nurse at the practice please ensure you complete the registration form and bring it to the surgery half an hour before your appointment time so that our staff can ensure your records are properly registered on our practice systems before the start of your consultation.

## Reception Opening Hours

### Pool Health Centre

Day	Reception Opening hours
Monday	8am to 6pm
Tuesday	8am to 6pm
Wednesday	8am to 8pm
Thursday	8am to 6pm
Friday	8am to 6pm

**Homecroft Surgery and Trevithick Surgery Receptions** are both open Monday to Friday 8.00 am to 1.00 pm and 2.00 pm to 6.00 pm.

**St Day Surgery** - Since Banns opened a pharmacy in St Day, we are no longer allowed to offer dispensing services to patients living within 1 mile of their site. It is therefore no longer feasible to staff our branch there for the collection of medications. We still offer surgeries at the branch normally on Tuesdays and will consult with patients on the future viability of the branch going forward, taking into account how many people in the area continue to use it when it is open.

## Extended Hours – Evening and weekend surgeries

**WEEKDAYS:** Evening surgeries are available at Pool Health Centre until 20:00 with doctors, nurse practitioners and members of our nurse team **by prior appointment only**. This service includes telephone and some face-to-face appointments. Please ring and ask for an 'extended hours' appointment if you find it difficult to attend appointments during the normal working day.

**WEEKENDS:** Our practice has arranged for the provision of Saturday appointments with a GP or Nurse Practitioner. This service is run at Camborne-Redruth Hospital and **is by prior appointment only**. Providing the Saturday service on the hospital site enables additional clinical support to be immediately on hand should it be required.

## Partners and staff

Please see **Appendix 1** for details of partners and others providing care.

## Appointments

### Klinik – Online Consulting

**Patient safety is our priority so we have an online consulting system called 'Klinik', which is used by our GP's to prioritise our response to patients and make sure we have appointments for those most in need clinically.** The Klinik system is available online or, if you prefer, equivalent details may be given over the telephone to our friendly care navigators.

### New Issues and Routine/Follow-ups

By using the Klinik online service you can be assured your request will be assigned an appropriate level of urgency and handled accordingly by our clinical and administrative teams.

The majority of patients have access to a smartphone/internet device or computer and so we ask that these patients use the online service, leaving the telephone lines for patients who cannot. Our guide to getting the best out of Klinik is available on our website or on request. For patients who have difficulty using the system online, our administrative staff can complete Klinik details over the telephone or at surgery premises.

## Same day appointments

For issues that cannot wait for a routine response we aim to ensure that either a telephone or face-to-face appointment will be available with a primary care professional that same day. Sometimes it may be necessary for a clinician to telephone you first. For non-urgent issues they may book you a telephone or face-to-face consultation in a few days' time with the clinician who knows you well, or who may be dealing with a particular issue for you at that time. Please be assured that, if you need to be seen urgently, then an arrangement will be made for you to see a member of our duty team that day and we will endeavour to offer as many options as possible as to site location and time of day. We have a skilled team including acute illness nurses, advanced nurse practitioners, specialist

paramedics, pharmacists, mental health practitioners, GPs in training and qualified GPs at the surgery. They work together and mutually support each other. If your initial appointment is booked with a clinician who is not a GP, be assured that one is always on hand should the clinician need their opinion or advice.

It is always helpful for our staff to understand which clinician knows the current situation with your healthcare the best as they are usually going to be able to provide the most effective care and advice to you, so please do mention that clinician's name when first contacting us. A clinician does not always need to see a patient face-to-face and dealing with some issues over the phone saves patients time in coming to the surgery and enables the clinician to manage their workload. In turn this also helps reduce the burden on car parking space for those patients who do need to physically come to the surgery. We are aware parking can sometimes be difficult and regret that we are not able to expand our car parks further.

***We also offer evening appointments throughout the week, both telephone and face-to-face with doctors, nurse practitioners or members of the nursing team. Ask for an 'extended hours' appointment if you find it difficult to attend during the normal working day.***

## Practice Nurse Appointments

In many circumstances, it might be worth considering an appointment with a member of the practice nursing team rather than a doctor. They are qualified to deal with many conditions and you may be seen more quickly.

Our nursing team hold daily surgeries for things such as chronic disease management, NHS health checks, child immunisations, cervical smears, injections, seasonal vaccinations and blood tests.

## Cancelling an Appointment

It is important that you inform the Practice if you are unable to attend your appointment, this will allow that appointment to be offered to another patient. Persistent non-attenders may be removed from the list.

The easiest way to cancel an appointment is to reply to your appointment reminder text message with the word 'CANCEL' or there is a 'cancel your appointment' option via 'Klinik' on our website, so this can be done at the click of a button. Alternatively, there is an option on our phone system which allows you to leave a voice message to cancel your appointment. Every week many patients do not attend their appointments and the wasted time would amount to at least another full-time GP being available at the practice for other patients.

## Home Visits

If possible please try to telephone reception **before 10:00** if you think you, or someone you care for, may require a home visit that day.

Home visits are for entirely housebound patients or patients who are too ill to visit the practice. It is likely that a clinician will telephone you back in the first instance so that they may make an appropriate clinical assessment of urgency so please ensure that you, or someone with you, can stay near a phone. Having spoken to you, the clinician can decide the best course of action and will only visit you at home if they think that your medical condition requires it. Our clinical visiting team includes GPs and specialist paramedics supported by our own frailty matron, our advanced

practitioners and GPs back at our surgery sites. A GP, specialist paramedic or frailty matron may come to visit you depending on your assessed clinical needs that day. Alternatively we may refer to the Community Matron or another member of the community nursing team to come and see you as appropriate.

## Training Practice

### GP Registrars

As an approved training practice, we usually have at least two doctors with us for a 12- month period as a registrar. The registrar is a fully qualified doctor with several years' experience in hospital medicine and who is completing the post-graduate training in general practice. The registrar 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.

### Medical Students

We also have medical students with us from time to time. Medical Students usually see a patient on their own for 20 minutes and then the supervising doctor will join the consultation with the patient for up to a further 10 minutes. Practice staff will inform you of the name of the doctor supervising the student that day as this will be the clinician taking responsibility for your appointment.

We are very grateful to our patients for supporting the training of future generations of doctors and GPs.

## Sign Up for SMS Reminders

**We have a texting service which allows you to receive confirmation and reminders about your appointments.**

To have this service you will need to register by completing a consent form.

Please remember to update your contact details with us when you change address, telephone numbers and email address.

## Prescriptions

### Ordering repeat prescriptions

Where possible we recommend that patients use the **NHS App** online to re-order repeat prescription items. You can download this from your app store or via the 'prescriptions' link on the Carn to Coast website.

Alternatively you may drop your repeat slip in the repeat prescription request box which can found in each foyer at each site or post it to Pool Health Centre, Station Road Pool, Redruth, TR15 3DU.

A further option is to contact your pharmacy who can arrange to order your medication on your behalf.

### Medication Reviews

Patients on repeat medication will be asked to speak to or see a doctor or pharmacist at least once a year to review these regular medications and notification should appear on your repeat slip.

## Collecting prescriptions / medications

We operate the NHS electronic prescription service which enables us to send the prescription directly to your chosen pharmacy. This means that you do not have to come to one of our surgeries to collect a paper prescription unless you choose to. Please speak to Practice staff for details.

*The Practice aims to process your prescription and send it to your chosen pharmacy within 5 full working days (i.e. not weekends or bank holidays). This does not include the time taken by your pharmacy to dispense the medications prescribed; this will vary between pharmacies but is usually at least 3 further working days.*

We strive to provide an efficient service to our patients and would ask that all repeat prescription requests are submitted in good time to allow us to process your prescription and for the pharmacy (or dispensary) to dispense the medication prescribed.

## Dispensary at Homecroft Surgery

We can dispense medication at our Homecroft Surgery for anyone registered with us as a dispensing patient. Under NHS regulations only patients living more than one mile from a pharmacy qualify for this service.

## Patient Feedback, suggestions, compliments and complaints

Patient feedback is very important to us. The patient feedback section in our website gives a variety of ways in which to share your views, including suggestion boxes at our surgery sites and a link to complete the 'Friends and Family Test'. Complaints may be made verbally or in writing to any of our Practice staff but we would recommend patients to contact Carn to Coast's Patient Advice and Liaison Service (PALS), either by asking for a callback from PALS or by e-mailing them on [C2C.pals@nhs.net](mailto:C2C.pals@nhs.net). They will guide you through the complaints process and help ensure your concerns are addressed appropriately. A copy of our full complaints procedure may be downloaded from the feedback section of our website or obtained from PALS.

## Clinics we offer

In addition to GP and Advanced Nurse Practitioner consultations the practice adheres to the General Medical Services Contract for the provision of healthcare services:

### Essential Services

- Asthma/COPD
- Coronary heart disease
- Diabetes

### Additional Services

- Antenatal and Obstetric care - This is undertaken by the community midwife together with the doctors.
- Blood pressure checks
- Blood tests
- Cervical smears
- Contraceptive services
- Child health surveillance - care shared between the doctor and health visitor.
- Childhood immunisations



- Dietary advice
- ECG's
- Healthy living - including weight & exercise advice and smoking cessation.
- Minor surgery
- NHS health checks
- Vaccinations and immunisations as required under the GMS contract

## Personal data and confidentiality

For the purpose of applicable data protection legislation including the General Data Protection Regulation (EU 2016/679) and the Data Protection Act 2018, the GP practice responsible for your personal data is Carn to Coast Health Centres. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

We collect basic personal data about you which does not include any special types of information or location-based information. This includes your name, postal address and contact details such as email address and telephone number.

By providing the Practice with your contact details, you are agreeing to the Practice using those channels to communicate with you about your healthcare, i.e. by letter (postal address), by voice-mail or voice-message (telephone or mobile number), by text message (mobile number) or by email (email address). If you are unhappy or have a concern about our using any of the above channels, please let us know.

Detailed privacy notes are available from our website – see ‘Privacy Notice’ link at the foot of the home page – or may be obtained from PALS. (See previous section.)

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.

### 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. The easiest way to do this, if you have access to a computer or smart phone, is via the ‘online services’ section of our website.

## Patients' Rights and Responsibilities

### Zero Tolerance

Carn to Coast Health Centres try 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.

### Accountable GP

We operate as a team but all patients registered with Carn to Coast Health Centres are assigned a usual GP who takes lead responsibility for ensuring the patient's clinical needs are met, co-ordinated and delivered under the terms of the Practice's General Medical Services contract. If you do not know who your current UGP is, please ask any member of staff. **If you wish a particular doctor to be your UGP please advise us and we shall do our best to accommodate you.**

### Registered patients have the right to:

- Receive treatment regardless of gender, age, disability, race or income
- Express a preference to receive services from a particular performer or class of performer either generally or in relation to any particular condition
- 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.

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

### 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.

## NHS England

Our service is commissioned by NHS England. Their contact details are:-

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post:** NHS England, PO Box 16738, Redditch, B97 9PT

*Last reviewed: January 2025*