

Falmouth Health Centre Practice Newsletter



New telephone system

Some of you may have noticed our new telephone system, allowing the option for a call back instead of waiting in the queue. We hope this will improve our patients' experience when calling during busy periods.

WHATS INSIDE?

Telephone system

No need to queue!

Coil guidelines

Protected for longer!

Travel vaccines

Available to book!

Reminders

- ✔ To help reduce phone queues, think 'pharmacy first'. When booking routine appointments call in the afternoon. Our pharmacists and msk specialists operate on routine pre-booked appointments only. Remember, GP's are unable to help with dental issues.
- ✔ Our patient care co-ordinators are trained in signposting, you may be advised to take more urgent action like calling 999, please follow this advice.

New coil guidelines

If you are using a hormonal coil and it was fitted when you were under the age of 45, you can keep it in place for 8 years; if it was fitted when you were 45 years or older, you can use it as contraception until you are 55 - when you won't need contraception anymore.

If you are using a non-hormonal coil and you were 40 years or over when it was fitted, you can now use it for as long as you need before you reach menopause.

Process for travel vaccines

Our nurse Aimee has undergone training to help facilitate your travel vaccinations. This is a minimum of a 6-8 week process, please book as much in advance as possible to avoid disappointment. A questionnaire will be sent to you via text, the answers will be reviewed by Aimee, who will then send you a text detailing what vaccines you will require. Some will be available under the NHS and others you will have to acquire privately.

our website:
www.faldoc.co.uk

