

# Pendeen Surgery Winter Newsletter



## CQC Results – Outstanding

Everyone is delighted that we received an **OUTSANDING** rating following the CQC inspection that took place in July. This goes to show that all the hard work everyone puts in is recognised and also reflects the level of care we provide to patients. Full details of the review can be found [here](#).

[Pendeen Surgery - Care Quality Commission](#)

## Flu and Covid Clinics

The surgery held 3 Covid and Flu vaccination clinics in October. The PPG were on hand to guide patients through the process to the point where the medical team took over. The feedback has been really positive and we were delighted that nearly all patients were in and out within 10 minutes, with several patients commenting that “it was wonderful”





## November

The staff at the surgery took part in supporting Movember, maybe not by growing their own moustaches but as the photograph shows, they certainly had the right intentions.

## Patient Participation Group (PPG)

The PPG had their AGM at the November meeting. Nigel, the Chair was able to report on how well they had achieved against their objectives for the year, helping with the carpark signage, supporting vaccination clinics, helping with the noticeboards, preparing the quarterly Newsletter and Health Matters articles as well as the patient survey.

They have agreed with the Surgery, to continue with some of these objectives for 2026, as well as add some new ones, which will hopefully help to enhance the patient experience.

If you wish to contact the PPG with comments or if you are interested in getting involved, then please email [pendeenppg@gmail.com](mailto:pendeenppg@gmail.com)

## Staff News

**Kim Knight and Lynne Willetts** - Both have joined our reception team

**Yvonne Bevan** - Yvonne is our new Finance Assistant working three days a week

**Tracey Buckley** – Has joined our secretarial team



## Christmas Closure

The good news is that the surgery is only closed on the 3 public holidays.

25th / 26th December and 1st January.

## How to access support if someone is unwell over Christmas?

There are various ways you can access healthcare when the surgery is closed.

**Pharmacy first** for some minor conditions. You will need to find a pharmacist that is open over the Christmas period\*\* but they can prescribe medication for

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

\*\* **Benjamins** in Ross is open 25.12.25 10am – 1pm

**Boots** in Ross is open on 26.12.25 and 01.01.2026 10am – 4pm

**Drybrook Pharmacy** (GL17 9JA) will be open from 12 noon to 2pm on 25<sup>th</sup>/26<sup>th</sup> December and New Year's Day.

**Asda Pharmacy** Hereford is open 26.12.25 and 01.01.2026 10am – 4pm

**NHS 111** can help if you think you need medical help right now. You can access it online, on the app or by calling 111. Use online / app in the first instance for people aged 5 or over and call 111 for help for a child under 5.

You can also use the service for general health information, mental health support if your GP is unavailable and help in finding an emergency dentist. *It is important to be aware that they can also help you obtain an emergency supply of regularly prescribed medication, should you run out.*

**Visit the minor injury unit (MIU)** based in Cinderford (GL14 3HY). You can use this service if you live in Herefordshire, you do not need an appt. but it may help to call 111 first and they can refer you or arrange an appt. which may help with the waiting time. At the MIU they can treat

- Cuts, grazes, and wounds
- Sprains and strains
- Minor burns
- Minor eye injuries
- Broken bones (check with 111 first if you think you may need an X-ray as the radiology dept. is only open at certain times)

**Call 999** for emergencies, please remember the service is likely to be busy over the Christmas period, so consider other resources first if appropriate.