

**A reminder on your repeat prescriptions**

Patients on long term medication can order repeat prescriptions in the following ways:

Online: You can register for GP Online Services and order via the link at the top of the page on our website under prescriptions. And you can also visit our website for details on how to register with Patient Access under ‘Patient Access’ at the bottom of our landing page.

In Person: Tick the items required on your computerised prescription counterfoil and place in the letterbox located in the surgery entrance hall or at the entrance of the surgery labelled ‘prescription box’.

By phone: We have a 24-hour prescription order line. Please ring 01736 786925 and leave a message with your name, date of birth, address and what you would like to order on our phone line.

By post: send it to the Practice with a stamped addressed envelope if you want it posted back to you.

By email: By sending your request to [atlantic.prescriptions@nhs.net](mailto:atlantic.prescriptions@nhs.net)

Please allow two full working days for all repeat prescriptions to be issued whether you are a dispensing or a non-dispensing patient. Then dispensing a prescription takes a further two working days. Please remember to take bank holidays into account.

**Your Digital Maternity Record**

The online ephr system provides information for all midwifery contact numbers, trusted information, leaflets and maternal help groups while allowing the benefit if instant access to view your Maternity Record on any mobile device, tablet or PC throughout the duration of your pregnancy.

Ask your midwife about your digital Maternity Record or contact Maternity IT Monday – Friday 09:00am – 16:00pm on 01209 881788 or 075571723.

There are Online registrations available at

<https://www.royalcornwall.nhs.uk/services/maternity-services/what-to-do-when-I-first-find-out-im-pregnant/>

This allows you to complete your first booking information, complete your birth preferences plan and view your maternity notes.

******Cornwall Emotional Support Service**

The Cornwall Emotional Support Service is here to support the thousands of stroke survivors in Cornwall who are struggling with depression, low mood and the overall impact stroke has on their mental health and wellbeing.

**How does it work?**

One of their friendly qualified, counsellors will get in touch with you and talk through the challenges you’re facing and identify what support you may need to help rebuild your life after a stroke. They will work with you to help you come to terms with what’s happened and offer support to loved ones and carers.

**What they offer:**

An assessment of your emotional needs

* Six-to-ten, one-to-one counselling sessions.
* Someone to talk to who understands.
* The opportunity to meet other stroke survivors and share experiences.
* Support to help you find ways to manage the emotional impact of a stroke.
* Information about stroke and local organisations that can help.

**Contact for more information**

Phone: 01872 301689

Email: [cornwallemotionalsupport@stroke.org.uk](mailto:cornwallemotionalsupport@stroke.org.uk)

Visit: stroke.org.uk/cornwall-emotional-support



**Walk Talk Kernow**

‘Walk Talk Kernow’ is a free adult bereavement support group run by Cornwall Hospice Care. Whilst walking in nature, each group provides a space for those who are bereaved and seeking social connections with others who are also experiencing grief.

For more information, visit their website or Facebook page.

<https://www.cornwallhospicecare.co.uk/our-community-services/>

[www.facebook.com/WalkTalkKernow](http://www.facebook.com/WalkTalkKernow)

**Community Gateway**

Cornwall’s charities and community groups have combined forces to support people through a challenging winter.

In response to increasing living costs abd pressures acris stge health and care system in Cornwall and the Isles of Scilly, a unique partnership of more than 50 voluntary organisations has been working with NHS Cornwall and the Isles of Scilly integrated Care board to offer ongoing support to communities across Cornwall.

The community gateway is a dedicated telephone line available for everyone and provides access to a wide range of professional voluntary sector support and services.

It will provide a ‘gateway to independence’ working with people to identify their needs and put appropriate packages of support in place.

You can access this through a dedicated telephone line which is 01872 266383 or an email address is [gateway@ageukcornwall.org.uk](mailto:gateway@ageukcornwall.org.uk) to speak to a trained member of staff and find local support that is right for you. Staff members in the community will be available to offer one on one and group support 8am-8p, 6 days a week, 365 days a year.

**Together for families**

Cornwall Council Parenting Team continues to support parents and carers from January 2023 the Cornwall Council will offer Parent Support Programmes virtually and face to face sessions.

All requests for help to be received through the Early Help Hub and all dates and times can be found on our website.

<https://www.atlanticmedicalgroup.co.uk/edit/together-for-families> or visit [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

How do I make an Early Help Hub Request?

1. Please be aware that you need to give as much information as possible on the request. This is so that the hub can decide the most appropriate support for a child / young person. This also saves time and prevents delays in processing the request.
2. Every request **must** have consent from a parent or competent young person. Any without consent will be returned to you.
3. You need to know which early help service you are requesting so that you can complete the appropriate form. If you are unsure which service is appropriate, then you can write on the request that you are unsure.

Telephone number: 01872 322277

Monday – Thursday 08:45am – 17:15pm

Friday 08:45am – 16:45pm

Closed on Bank Holidays

Email: [earlyhelphub@cornwall.gov.uk](mailto:earlyhelphub@cornwall.gov.uk)