

Surgery Opening hours

Probus 08:00 - 18.30 *Mon – Fri, clinics start at 08:30am*

Grampound

Mon, Tues & Fri 08:30 - 12:30

Wednesday 14:00 - 18:00

Thurs: Closed

Tregony

08:30 - 10:00 - Pre-bookable clinic *Mon & Thurs only*

09:00 - 11:00 - Nurse pre-bookable clinic *Wed only*

Summercourt

14:00 - 14:45 - Drop-in clinic *Tues only*

Merlin Centre

09.00 - 11.30 - Nurse pre-bookable clinic *Tues & Thurs only*

08.40 - 10.40 - Pre-bookable GP clinic - *Alternate Weds*

14.00 - 18.00 - Pre-bookable GP clinic - *Alternate Weds*

Evening Clinics

We rotate between Mondays, Tuesdays, Wednesdays and Thursdays, providing at least four late evening clinics per week. Each of our partners and nurses work these clinics rotationally and appointments are available from 6.30pm until 7.30pm.

Please note: Urgent care outside of normal surgery hours still remains the responsibility of NHS111.

When the surgery is closed

All patients can access medical advice between the hours of 6.30pm and 8am, Mondays to Fridays and all day and night Saturdays, Sundays and Bank Holidays by ringing 111 for the NHS111 service.

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

We are a training practice

Doctors in training are attached to the practice. They are qualified doctors and have experience in hospital. They spend 12 months with us in general practice before becoming General Practitioners. If you would prefer to see your own Doctor please say so.

We also have occasional Medical Students from the Peninsula Medical School seeing patients with us.

Welcome to Probus Surgery

Dr Howard Ball (m)
[1985] MBChB BSC [MED] MRCGP

Dr Emma Campbell (f)
[1986] MBChB DCH DRCOG

Dr Simon Purchas (m)
[1993] BSc MBChB MRCP DRCOG DCH MRCGP

Mr Gaetan Lin Sin Cho (m)
[1992] MBBCh MRCS MRCGP DRCOG

Dr Rawlins Murthy (m)
[2002] MBBS DRCOG MRCGP

Dr Kayleigh Smithson (f)
(2012) MRCGP, MBBS

Dr Grace Moon (f)
MBChB, DCH, DRCOG, DFSRH, MRCGP

Dr Paul Laurent (m)
MRCGP, MRCP, MBBS, BA, DTM&H

Dr Robert Hutchinson (m)



Probus Surgery
The Surgery
Tregony Road
Probus
Truro
TR2 4JZ
Tel: 01726 882745
Fax: 01726 883945

Comments / Suggestions
C/o
Debbie Barnicoat - Practice Manager
Probus Surgery
Tregony Road, Probus, Truro,
Cornwall TR2 4JZ
www.probusurgery.co.uk

Grampound Surgery
Mill Lane
Grampound
Truro
TR2 4RU
Tel: 01726 882521
Fax: 01726 883536

This leaflet is to welcome you to the practice and to explain how you can make the best use of its services.

Surgery premises

In addition to our main site at Probus Surgery, we also have 4 branch sites, Grampound, Tregony, The Merlin Centre and Summercourt.

Disabled Access

Disabled access and facilities are available at Probus and our Tregony and Merlin Centre branches which helps maintain ease of access for patients with limited mobility. There is level access at our Grampound and Summercourt branches. Staff are always very happy to assist patients as required.

How to register with the practice

You can call into Probus or Grampound surgeries and ask at reception about registering, or go to our website www.probusurgery.co.uk. You will need to complete a registration form, our new patient questionnaire and bring some form of photographic ID and a utility bill for identification purposes and a birth certificate for any children.

All patients are welcome to have a new patient check, but those aged 45 years and over or patients on medication will be asked to make an appointment with a nurse/health care assistant upon registration. Anyone on repeat medication will be required to see the GP for a medication review. Please ensure you bring full details of your medication.

Making an appointment

You can make an appointment by telephoning or calling into either Probus or Grampound surgery. The telephones are attended 8.30am—6.00pm, and the numbers are shown at the front of this leaflet. Our appointment system consists of appointments which are pre-bookable up to one month in advance and some appointments which are released for 'on the day only' booking. If you know you need a routine review appointment, please book this in good time or even before leaving the surgery after your previous appointment. This helps ensure we can offer you various days and times, rather than finding there is reduced availability if you ring closer to the time you need to be seen.

Our aim is to offer everyone an appointment time that suits them, and we constantly re-evaluate our patients' needs. However, Mondays are always very busy, despite having approximately 120 appointments being available, so we would ask you to bear this in mind when you ring. Please try to ring after 11.00am for routine appointments, after 2pm for test results and queries, leaving the first hours of the day for those patients who need urgent medical attention that day.

We also offer booking appointments online. In order to use this service you will need to provide us with an individual email address which we attach to your medical records and you will then receive an email from 'The Waiting-Room' to finish registration. You can also order your repeat medication through this service.

Named Accountable GP for All Patients

Every patient will be allocated a named GP who is responsible for your overall care at the practice. If you would like to know who your named GP is, please contact reception and they will be happy to inform you.

If you wish to change the name of your accountable GP, please let us know and we will make every reasonable effort to accommodate this request.

Having a named accountable GP does not restrict your entitlement to see any doctor in the practice.

Tregony Surgery

Roseland Parc, Fore Street, Tregony TR2 5PD



From Probus direction - Travelling on the A3078 having crossed the river, take the left turn into the village and towards the senior school. Roseland Parc retirement village is on the right hand side after the shop and post office. Turn into the main entrance and follow the road round to the front reception. The surgery is located inside the building and is signposted from main reception.

From Roseland peninsula - Travelling on the A3078 take the right turn up into Tregony village and towards the senior school. Roseland Parc retirement village is on the right hand side after the shop and post office. Turn into the main entrance and follow the road round to the front reception. The surgery is located inside the building and is signposted from main reception.

From Sticker/Hewas Water— Travel along the B3287 into Tregony. Having passed the senior school, follow the road into the village and after a bend to the left and before you pass the post office, Roseland Parc retirement village entrance can be found on the left hand side. Turn into the main entrance and follow the road round to the front reception. The surgery is located inside the building and is signposted from main reception.



The Merlin Centre

Bradbury House, Hewas Water, Cornwall. PL26 7JF

From the West - Travel along the A390 Truro to St Austell road, turn right at the Hewas Water junction in front of Andrew Toms garage. The Merlin Centre is located adjacent to the Pengelly Garden Centre on your right.

From the North - Travel along the A390 St Austell to Truro, turn left at the Hewas Water junction with Andrew Toms garage on your left hand side. The Merlin Centre is located adjacent to the Pengelly Garden Centre on your right.

From Sticker - Travel from Sticker towards the West. Turn left opposite Andrew Toms garage. The Merlin Centre is located adjacent to the Pengelly Garden Centre.

Surgery Locations

Probus Surgery

Tregony Road, Probus, Truro, TR2 4JZ



From the West - Having passed through Tresillian on the A390 Truro to St Austell road, take the left turn signposted "Probus and local services". Follow this road into the village until you reach the village square with the Jubilee lamp in the middle and the Church on the right. Turn right into Tregony Road. Probus Surgery is 200 yards along this road on the right hand side.

From the East - Having passed through Grampound on the A390 St Austell to Truro road and having passed Trewithen Estate on the left, take the 2nd exit at the roundabout (signposted Probus). Continue along this road until you come to a sharp left hand bend which brings you into the village square with the Jubilee lamp in the middle and the Church on the left. Turn left into Tregony Road. Probus Surgery is 200 yards along this road on the right hand side.

Grampound Surgery

Mill Lane, Grampound, Truro, TR2 4RU



From the West - Having passed Probus on the A390 Truro to St Austell road, follow the road down hill into the village of Grampound. At the bottom of the hill the Eastern Promise Chinese Restaurant is clearly visible on the left on the corner of Mill Lane (a dead end). Turn left here into Mill Lane and follow the road for approx 200 yards where you will find Grampound Surgery on the right hand side with parking beyond the building on the right, or opposite on the left.

From the East - On entering Grampound on the A390 St Austell to Truro road drive down hill through the village, passing the Atlantis Fish shop on the left. At the bottom of the hill the Eastern Promise Chinese Restaurant is clearly visible on the right on the corner of Mill Lane (a dead end). Turn right here into Mill Lane and follow the road for approx 200 yards where you will find Grampound Surgery on the right hand side with parking beyond the building on the right, or opposite on the left.

Summercourt Surgery

Summercourt Memorial Hall, School Lane, Summercourt, Truro, TR8 5DY



From the A30 Westbound - Take the exit signposted Summercourt. Summercourt Memorial Hall can be found on the right hand side of the road just past the cemetery and before you reach the traffic light crossroads.

From the A30 Eastbound - Take the exit signposted Summercourt and continue to follow signs for the village, crossing back over the A30. At the traffic lights in the centre of the village, turn left and Summercourt Memorial Hall can be found on the left hand side of the road before the cemetery.

Confidentiality

All staff recognise that working in a busy practice puts them in a special position of trust and responsibility and that patient confidentiality is paramount.

We also provide a confidential service for young people for sexual and other health needs. This applies even if you are under 16. You can be sure that anything you discuss with any member of the practice, family doctor, nurse or any of the practice team mentioned above will stay confidential. If you would like more information about what we mean by 'confidential' then please ask and we will be happy to explain and/or provide a copy of our practice confidentiality policy.

Attached Staff

The surgery also offers the following services: Counselling, Community Nurses, Health Visitors, Midwives and Physiotherapy. Please contact the surgery for more information.

Extended Hours

Extended hours appointments are only bookable in advance and our telephone lines are transferred to the out-of-hours service as normal so that any urgent medical care continues to be provided by NHS111.

We hold extended hours clinics on weekday late evenings - We rotate between Mondays, Tuesdays, Wednesdays and Thursdays, providing at least one late evening clinic per week. Each of our partners and nurses work these clinics rotationally and appointments are available from 6.30pm.

Home Visits

We would ask that a home visit only be requested by patients who are too ill to travel to the surgery, not only because home visits consume a lot of valuable doctor's time, but also because we have better facilities for examining and treating you in the surgery. Lack of transport is not an acceptable reason for a home visit. Where possible please phone before 10.30am giving name, address, telephone number and some indication of illness.

If you require urgent medical advice please telephone the usual surgery number 01726 882745. There is always an available Duty Doctor.

Test Results

Test results are usually back at the surgery within 48 hours. The doctor reviews all results and the receptionist or GP will contact you if any abnormalities are detected which need discussion or repeat tests arranged. If you have not heard anything you can normally assume that the test results came back as normal but you can telephone our reception staff if you wish, after two working days who will be able to confirm this. It would be helpful if you could delay such calls until after 2pm on any weekday.

Flu Clinic

Flu clinics are usually held in October; please keep an eye out for information regarding dates. We will put up posters and advertise the date in local village magazines.

The Dispensary

The Dispensary liaises closely with the Doctors, Practice Nurses, Community Nurses, Macmillan Nurses, Receptionists and Administrators. Dispensing facilities are available for patients who live more than one mile from a chemist; you will be advised of your eligibility when you register as a patient.

Delivery Service

Regular repeat medication drops are made to the following locations on Tuesdays, Wednesdays, Thursdays and Fridays: Tregony (Post Office), Roseland Parc, Summercourt Surgery (Memorial Hall), Grampound Road (Shop), Ladock (Shop), Sticker (Londis) and Tresillian, (Shop - Mary's Pasties), Probus Garage and Grampound Village Store. In addition, a delivery service is available for patients who are housebound and further information is available from the dispensary regarding this service.

Emergencies

If you have any problems, queries or difficulties, or if you have accidentally run out of your medication, a dispenser will be available to offer advice and assistance. Please contact the dispensary through the usual surgery telephone numbers at Probus and Grampound for queries. If you have accidentally run out of your medication please either come to the surgery or request by one of the methods below with a note to say you require this urgently and have run out of your medication.

Health Awareness

We have a team of very experienced and fully qualified dispensers who liaise closely with other members of the Practice team, including the doctors and practice nurses. Healthy living advice is available upon request, along with a wide range of supportive literature and leaflets. The Dispensary aims to ensure that all patients receive excellent patient care, including regular check-ups and regular tests as required by the doctor.

Queries & Questions

If you have a query about any aspect of your medication or care, please ask a member of staff. If they do not know the answer, they will speak to the appropriate person and get back to you within a reasonable period.

Repeat Prescriptions

Repeat prescriptions can be ordered quickly and easily through a variety of methods listed here - **Please allow 3 full working days:**

Royal Mail

Prescription requests are made using the prescription counterfoil provided with each prescription. Please clearly tick the items that are required and post to the Dispensary, Probus Surgery, Tregony Road, Probus, Truro, TR2 4JZ. If you have lost your counterfoil please write to us clearly stating which medication you require.

Hand Delivery

Prescription requests are made using the prescription counterfoil* provided with each prescription. Please clearly tick the items that are required. This slip can be placed in the post box provided just inside the main front doors at Probus during working hours, or placed in the post box outside either premises (on the right hand wall of the front door at Probus) outside working hours.

Internet

Prescriptions can be ordered via the website www.probusurgery.co.uk using our online prescription service which can be accessed by clicking on the 'Waiting Room' icon at the bottom of the home page.

If you would like to order your medication through The Waiting Room online service, you will need to attend the practice in person, bring some form of identification with you and complete the relevant registration form.

You will then be sent an e-mail with a password and details of how to login. Please note that for security and confidentiality purposes only 1 e-mail address per patient is accepted. Therefore each household member will require a different e-mail address.

Email

You can email your request by either attaching a copy of your prescription counterfoil provided with each prescription or if you have lost your counterfoil please clearly state which medication you require with identifiable information such as your name and address or date of birth in the body of the email. Please email enquiries.probusurgery@nhs.net

Monthly Prescriptions

Please ensure that you do not run out of medication by ordering your repeat prescription in plenty of time. We require at least 72 working hours notice (not including weekends or Bank Holidays) to ensure your medication is fully in stock. During busy periods, such as before and after Bank Holidays, we would appreciate it if you could order your medication early.

Co-Ordination of Monthly Prescriptions

The dispensers would welcome the opportunity to liaise with any patient to co-ordinate their medications so that they can all be ordered regularly once a month. Having different medications due at different times of the month is time-consuming for patients and their carers and often necessitates more than one request and trip to the surgery premises every month.

Dossett Boxes & Pill Cutters

We can provide Dossett Boxes & Pill Cutters. Please ask at reception for details.

NB** We do not have the capacity to check if your medication is ready for collection. Please ensure you all at least 3 full working days and then come to the surgery.