



# Probus & Grampound Surgeries Spring Newsletter

## GP Availability:

- ◆ Dr Bridger is available to consult patients Mondays and Thursdays.
- ◆ Dr Ball is available to consult patients Tuesday afternoons, Wednesdays, Thursdays and Fridays.
- ◆ Dr Campbell is available to consult patients Mondays and Wednesdays.
- ◆ Dr Purchas is available to consult patients Mondays, Tuesdays, Thursdays and Fridays.
- ◆ Mr Lin is available to consult patients on Monday mornings, Tuesday, Thursday mornings and Friday mornings.
- ◆ Dr Murthy is available to consult patients on Mondays, Tuesdays and Wednesdays.
- ◆ Dr Boyd is available to consult patients on Tuesdays and Thursdays.
- ◆ Dr Moon is available to consult patients on Wednesdays and Fridays. (Currently on maternity leave, due to return in June).
- ◆ Dr Mascas is available to consult patients on Wednesdays and Fridays. (Currently covering maternity leave).
- ◆ Dr Harris is available to consult patients on Thursdays and Fridays.

## NHS Choices

The NHS is constantly in the news reporting the ever increasing demand and pressure put on the National Health Service. NHS Choices has a wealth of information regarding health conditions and treatments; it also advises you on when you should consult your GP. Just visit:

<http://www.nhs.uk/Conditions/Pages/hub.aspx>

## Accessing Online Data

The **Waiting Room** enables patients to order medication online, book an appointment and check if you have any allergies recorded. If you would like access to our online services please call into Reception and fill out the relevant form. You will need a unique email address and identification i.e. Birth Certificate, Driving Licence or Passport.

**Summary Care Record** - This is a central NHS Computer system which eventually will allow access to your records from anywhere in the Country. If you would like to read more about it and opt out please visit:  
<http://www.nhs.uk/caredata>

## Thank You

Thank you to all those patients who kindly gave biscuits, chocolates, flowers, and cheese and biscuits to the staff over the Christmas period. They were all greatly appreciated and we are all going on a diet!

## Private Fees

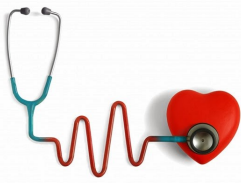
There are certain services a GP undertakes which is not covered by the NHS contract (no matter your circumstances) and therefore you will be required to pay a private fee. The list of private fees can be found on our practice website [www.probusurgery.co.uk](http://www.probusurgery.co.uk) and at reception.



## Home Visits

**Patients and Nursing Homes requesting home visits:**

Please telephone the surgery before 10:00am to allow the most appropriate GP to be allocated.



Drs. Bridger, Ball, Campbell,  
 Purchas, Lin & Murthy  
 Associates: Drs. Boyd & Moon

The Surgery  
 Tregony Road  
 Probus  
 Truro  
 Cornwall  
 TR2 4JZ

The Surgery  
 Mill Lane  
 Grampound  
 Truro  
 Cornwall  
 TR2 4RU

Phone: 01726 882745  
 Fax: 01726 883945  
 Email:  
 enquiries.probusurgery@nhs.net  
 Website:  
 www.probusurgery.co.uk

## Moving House?

Please remember to tell us if you are moving home or updating your telephone number. This information is particularly important if you require help or input from outside agencies such as The Royal Cornwall Hospital or Community Teams. Please ask at Reception for a change of address form.

## Referrals

On average we make in excess of 300 referrals a month to the hospital and outside agencies. Please ensure your details are up to date including your height, weight and blood pressure.

## Cancelling Appointments

We currently have 9000 patients on our practice list. In light of the new housing being built in Probus and on the Waitrose site, as well as surrounding areas, our numbers continue to grow and demand is higher than ever for an appointment.

If for any reason you are unable to attend your appointment please do ensure you telephone the surgery in plenty of time to allow another patient to make use of it.

Last year we had a total of 33,183 GP appointments, **833** of these appointments were noted as patients failing to attend. We also had 21,887 Nurse's appointments and **1166** were not attended.

## Sabbatical

Dr Ball is taking a 3 month sabbatical from 01 May 2017. During this time Dr Jo Harris will be covering Dr Ball's clinics.

# Dispensary

We welcome two new members of staff to the Dispensary Team. Jenna, a fully qualified dispenser, who has joined us from a local chemist and Claire a former veterinary nurse. Who is currently working towards her Level 2 Pharmacy Services qualification.

We continue to be very busy and currently averaging at 14,000 items per month being dispensed.

**Please note we do not accept repeat medication requests over the phone.** Please request your repeat medication via the website, post or using your repeat prescription slip at the surgery, either in the post box or handing it to a member of staff in reception. Repeat medication requires **3 clear working days** to process. We will contact patients if there is difficulty in obtaining medication or your medication will not be ready for collection in the usual time allowed.



Did you know we destroy thousands of pounds of medication a month?

We constantly have requests for medication which is not required or unused. The average inhaler costs £35.00. Please only request the medication you actually need and help save money for our NHS.



Tresillian residents can now collect their medication from Mary's Pasty shop.

Easter and May Bank Holidays - Please remember to leave a little extra time for medication before and after the bank holidays.

From the 1st April the charge for each prescription item is increasing to £8.60, prepayment costs remain unchanged. If you have more than 2 items per month it may be worth considering a prepayment card. Please ask at the Dispensary Reception for details.

Get the right care, in the right place,  
at the right time!



### Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.

**Heavy bleeding, chest pain, stroke or serious injury?**



### Minor injury unit / urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken limbs.

**Deep cuts, sprains, strains, burns or broken limbs?**



### GP

For expert medical advice, medical examinations and prescriptions for illnesses.

**Fever, ear pain, unexplained pains or feeling ill?**



### Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.

**Runny nose, bites, stings, headache or minor infection?**



### NHS 111

Call NHS 111 free if you need medical advice, but it is not a 999 emergency.

**Unwell, unsure, confused or need advice?**



### Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.

**Upset stomach, hangover, grazed knee or sore throat?**



Find out more:  
[www.kernowccg.nhs.uk/choosewell](http://www.kernowccg.nhs.uk/choosewell)



Kernow Clinical Commissioning Group