



# Probus & Grampond Surgeries Winter Newsletter

January 2020

## GP Availability:

- ◆ Dr Ball is available to consult patients Tuesdays, Wednesdays and Thursdays.
- ◆ 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 Mondays, Tuesdays, Thursday mornings and Friday mornings.
- ◆ Dr Murthy is available to consult patients on Mondays, Tuesdays and Wednesdays.
- ◆ Dr Smithson is available to consult patients on Mondays, Wednesdays and Thursdays.
- ◆ Dr Moon is available to consult on Wednesdays and Fridays.
- ◆ Dr Hutchinson is available to consult patients on Mondays, Thursdays. And Fridays
- ◆ Dr Laurent is available to consult patients on Tuesdays, Thursdays and Fridays.

## Active Signposting

Doctors face an ever-changing and more demanding environment and we need to adapt the way we work to meet that demand.

So we can get the right type of help for you as quickly as possible our staff will ask you for more information about the medical reason for your call. This information has been requested by the GP Partners and will help our team to help you. This information will be used to direct you to the most appropriate member of our surgery team which may be a Nurse, the Dispensary Team, a GP or wider NHS services outside of the practice such as a Pharmacy.

All staff are bound by a very specific code of confidentiality; anything you say to them is held in the strictest of confidence.

## How you can help us

- Please keep us informed of your up to date contact details
- If you have requested a telephone callback from the 'On-Call' doctor please keep your phone line free and accessible
- Please ring to inform us if you are unable to attend an appointment in good time, so it can be made available for someone else
- Please remember to be courteous to our staff, they will be trying to help you with the most appropriate course of action for your problem

## Carers

A Carer is someone who provides unpaid support to family or friends, who could not manage without this help. This can include children and adults alike.

The practice has collected a wide range of information on services and support within the Southwest. You can find some helpful links on our website, we also have information available at the Practice. If you would like to speak to our Carer Co-Ordinator about support and services please call the surgery. Alternatively you may wish to look at our carer's notice board in the waiting room.

## Home Visits

### Patients and Nursing Homes requesting 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 visits consume a lot of valuable doctors time but also because we have better facilities for examining and treating you at the surgery.

Lack of transport is not an acceptable reason for a home visit. Where possible please phone before 10:00am with some indication of illness.





Drs. Ball, Campbell, Purchas,  
Lin, Murthy & Smithson  
Associates: Drs. Moon, Laurent  
& Hutchinson

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## Departures and Arrivals

2019 was an eventful year for all at Probus Surgery and we would like to bring you up to date with the most recent changes:

Dr Vicky Bridger retired in June 2019 after 31 years of conscientious, reliable service to our patients. The Practice had a farewell dinner in Falmouth for her and she reminded us of all the changes that have occurred over the lifetime of her career. From the logistics of weekends on call, all before the days of mobile phones and Sat Navs, while trying to track down remote locations on the Roseland in the middle of the night! Dr Bridger made a huge contribution behind the scenes at the surgery as well as acting as the key negotiator during Fund Holding years and sitting on the Cornish-wide Prescribing committee for a long period of time and providing a very comprehensive Family Planning Service at the surgery. We all wish her an enjoyable retirement.

We would also like to congratulate Dr Issy Boyd, who sadly left Probus in January 2019, to take up a partnership role in Penryn, closer to her home.

Dr Kayleigh Smithson has joined us permanently as a Partner at the surgery following Dr Bridger's retirement. She has also been developing an expertise in the management of dermatological problems with a professional diploma over the past 2 years.

Dr Moon has returned from maternity leave and will be taking up the Family Planning Service.

We are also pleased that Dr Rob Hutchinson and Dr Paul Laurent joined us and many of you will already have met them over the past 12 months. However, Dr Laurent leaves us in early 2020 for far off adventures on the other side of the world.

We have another new face in the form of Dr Ryan Judge, who is undertaking the final stages of his General Practice Training at Probus and will be with us for a year or two.

A number of long serving members of reception and dispensary staff have also left the surgery this year and we wish Angela, Maggie, June, Chris, Lindsey and Amanda well in their retirements and new ventures.

As such we have a number of new receptionists who are enthusiastically picking up the complicated multitude of tasks that are involved in this crucial role. They have received many compliments on their helpful approach.

## GP Services

As with all other Primary Care services nationwide, the practice has found the increased demands on our capacity difficult to address at times and we appreciate that this has caused difficulty for patients at times over the past months. This is due to a multitude of factors, such as staff recruitment issues, unavailability of locum cover for nurses and doctors over the summer months, increasing complexity of patients needs and a need for patients to try and manage their own health for things like colds and stomach viruses.

Nationwide various strategies are being adopted to address this and this is partly why we have been asking the receptionists to ask you a bit more detail about your problems so that they can direct you to the most appropriate health care professional.

It is likely that in common with other practices, we may be expanding our team to include pharmacists, paramedics, and more support workers over the next few years.

Please be assured that we are aware that there have been a variety of difficulties in accessing the services at times for you as our patients. Our management team are exploring all avenues to improve matters as a degree of urgency.

### Did you know the cost of:

- Calling an ambulance - £247
- Stepping into A&E - £124
- Stepping into a GP Surgery - £32
- A call to NHS 111 - £16
- A click on NHS choices website - £0.46

**Stop think and choose well**

