



PATIENT NEWSLETTER - WINTER 2022



Photo by Richard Couchman

MESSAGE FROM DR MURTHY	1
PRACTICE NEWS	2/3
PRACTICE AND DISPENSARY UPDATES	4
ADDITIONAL ROLES IN PRIMARY CARE	5
HELP@HAND APP & SERVICES	6
HEALTH CAMPAIGNS AND INFORMATION	7
WELLBEING	8
PROBUS SURGICAL CENTRE A& CORNWALL MEDICAL GROUP	9/10
COMMUNITY INFORMATION & SUPPORT	11

On behalf of all the partners of the surgery, I would like to thank all of our staff for the excellent job they have done over the past several months.

Covid-19 cases are still quite high since the start of the pandemic. This is continuing to put essential services under significant pressure; with staff off sick or self isolating, and increased hospital admissions for those that are unwell with other illnesses. Amidst the scary news headlines in the last few months, I am very grateful to know we have intelligent, strong, and competent healthcare workers helping those in need of medical care.

We are very grateful to all those who have supported and helped us in the last few months and we would like to wish you and your family a safe and happy festive season. It has been a privilege to serve you and we hope you have a Merry Christmas and a Happy New Year!

*Dr Rawlins Murthy*

GP and Managing Partner



Probus Surgery doors are open from 08.00am - 6.30 pm and our telephone lines are available from 08.30am until 6.00pm, Monday to Friday (excluding bank holidays)

You can also follow our Facebook page for regular practice news and health information updates  
**@probussurgerycornwall**

Don't forget we also have our new practice website:  
[www.probussurgery.co.uk](http://www.probussurgery.co.uk)

**There are three ways to get in touch with us.**

⇒ Submit a secure **online contact form** on our website at [probussurgery.co.uk/online-requests/](http://probussurgery.co.uk/online-requests/).

It's convenient, secure and can save you time. Our team will respond within 2 working days.

⇒ Call us during surgery hours - Monday to Friday, 8:30am-6pm on 01726 882745

⇒ Come into the surgery during working hours, Monday to Friday, 8:30am-6pm

Pick the option that suits you best.

No matter how you choose to get in touch with us, whether it's using an online form, calling or visiting, you'll get the help that's right for you.

## Yearly round up by Spencer Casey (our Business & Strategic Manager)

So in a blink of an eye another year has passed. Many of us have lost loved ones and experienced health problems. We are still seeing the serious consequences of what the pandemic has done to our healthcare system. We as a practice have done our very best for our patients this year. We may not always get it right but this will never be due to lack of trying or caring, and I'm proud and that we continue to improve our service and that throughout the year we have done the very best for our patients. The latest data that was released on the 24<sup>th</sup> Nov 2022 supports this and we are proud to be among the very best performers in general practice in Cornwall.

Alongside improving our service we have also supported local charities and some international ones too. I know that for many of us, our hearts and minds will be with the Ukraine and through the efforts of our practice (particularly our very own Dr Smithson) we successfully collected medical supplies, clothing and blankets, which were driven to the Ukraine and hand delivered to those in need. We have also been fortunate enough to meet the inspirational Matt Emery from the film Living Proof. Another local hero is Neil from the Dolphin pub in Grampound, who we have been helping to raise funds for a MAM machine in order to help patients suffering with MS.

This year we said goodbye to Dr Simon Purchas who sadly left the practice due to long-term illness. Many of us have known Dr Purchas for a long time and as a practice our thoughts and prayers are with him and his family during this difficult time.

On Nov 24<sup>th</sup> 2022, the NHS and government released data to the general public about GP practices relating to their performance. It was encouraging to see that our hard work was represented in the national data and we were among the top performing practices in the county. The data released reported on our face-to-face appointments, same-day appointments, and the typical number of days wait for an appointment during October this year.

### Practice Stats

Registered patients = 9,262

Appointments = 58,223

Face to face = 45,916

Telephone = 21,130

**£157,830 = cost**

**in non-attendance of appointments**

Face to face = 4,536

Telephone = 725

Prescriptions raised = 86,967

Items dispensed = 187,003

*November 2021 – November 2022*

Left photo: Spencer & Ann (a member of our PPG)

Right photo: The team working a recent flu vaccination clinic





I am very proud of our team as I know how hard each and every one of us have worked this year.

This year we have been actively listening to patient feedback to make improvements where we can to our service. In July we restarted our Patient Participation Group following the interruptions caused by the pandemic. Alongside wider patient feedback, the ongoing discussions we have with them is invaluable. As a result of patient feedback we have been continuously working on improving our communications with patients, both online via our web page and through text message reminders and notifications. We know not all of our patients are online, and with that in mind we always keep additional options available via our phones and the front desk.

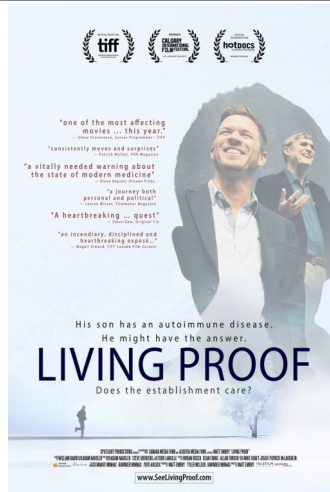


Photo above (L-R): Dr Watts, Dr Smithson, Mark and Spencer attending a local premier for Living Proof—There is Hope with film producer & MS Hope founder Matthew Embry

One area we have invested in for improvement this year is wait times when phoning in. We increased our phonelines from 6 to 58 and our reception team has grown substantially in size. We are about to launch a call-back system which will allow patients to select to be called back whilst retaining their position in the queue.

Our Surgical Centre has grown this year and we have completed more procedures than ever since we opened in 1995. With services such as cataracts and hernias and new services to assist secondary during this difficult period.

In the last few months we have also regularly opened on weekends on both sides of the business. Our flu vaccination clinics have been more popular than ever and the feedback from our weekend clinics has been overwhelmingly positive. We would like to thank-you for your support and the kind words you have shared. We have also invested more into our social media communications to share information with you all regularly. Connecting with our patient community is one of our key passions and we will continue to build on this moving into 2023 and beyond.

I would like to wish all of our patients a Merry Christmas and Happy New Year!

It is with the deepest sincerity that I thank you for your continued support as we look into 2023 and continue to learn from you all, adapt and make improvements to our valued service.

*Spencer Casey*

Business & Strategic Manager

PROBUS SURGERY AND  
PROBUS SURGICAL CENTRE **NHS**

**CHRISTMAS  
CAROLS**

THURSDAY 15TH DECEMBER

18:30PM IN THE MAIN CAR PARK  
JOIN US FOR CAROLS AND MULLED WINE

DONATIONS COLLECTED WILL GO TO A LOCAL  
MS (MULTIPLE SCLEROSIS) CHARITY

Poster for our upcoming Christmas Carols event

**A message from your Dispensary Team:**

Hello, we are working hard to get all of the medications that that have been ordered before 5<sup>th</sup> December ready for collection before Christmas.

As always we are extremely busy but we are very happy to have welcomed the following members to the team, Emily, Emma and Donna. They are settling in very well but please bare with us as they are in training so may take a little longer.

As always please do not hesitate to get in touch if we can be of assistance, the easiest way to contact us is through the prescriptions section on our website.

We hope you all have a wonderful Christmas and New Year!

**Dispensary telephone line** is available on working days between 8.30am-11am & 3pm-6pm to answer queries or concerns regarding your prescription. The most efficient method for having your prescription queries answered is to submit a secure contact form on our website using this link: <https://probussurgery.co.uk/navigator/prescription-question/>

Registered patients with up-to-date mobile numbers on file will receive a text message when their prescription is ready to collect.

***Please keep your contact details up-to-date.***

**Repeat Prescriptions Notice:**

You can submit requests on the website, by post, or by dropping your repeat prescription slip into the surgery.

You must allow a minimum of **5 full working days** for your request to be processed (excluding weekends and Bank Holidays).

You can order **up to 10 days in advance**.

If you do not collect your prescription **within 4 weeks** it will be removed from the shelf.

**Probus GP Surgery and Cornwall Fire and Rescue Service - Free Home Safety Visit**

Cornwall Fire & Rescue Service is working in partnership with Probus GP Surgery to offer a free Home Safety Visit.

The proposed visit is designed to help reduce the



risk of fire and accidental injuries in your home. The visit will include a chat to help identify any fire safety and wellbeing issues that concern you. They will ensure that you have working smoke alarm(s) within your home and where you do not, they will supply and fit 10-year smoke alarm(s), free of charge. Cornwall Fire & Rescue Service will call you

to arrange a visit and please be reassured that all members of staff wear uniform and carry the appropriate ID.

**Changes to Named GP at Probus Surgery**

Due to recent changes within our GP staff including individual working hours and the departure of Dr Simon Purchas from the surgery, your named GP (also known as registered GP) may have been changed. Your named GP could now be:

- Dr H Ball
- Dr G Lin
- Dr R Murthy
- Dr K Smithson
- Dr G Moon
- Dr S Keast
- Dr L Muthaiyan
- Dr C Ireland

Every registered patient is allocated a named GP who is responsible for their overall care at the practice. This is in accordance with NHS policy. Having a named GP does not restrict your entitlement to consult with any other doctor in the practice. If you would like to know who your allocated named GP is, please ask a member of our team. If you wish to change your named GP, please contact the surgery in writing via submitting a secure contact form on our website or by letter addressed to the surgery, and we will make every reasonable effort to accommodate your request.

**Cornwall Greener Practice**

We are delighted that Probus Surgery and Surgical Centre have been granted Green Pioneer status due to all the Green initiatives we have been doing here at Probus, including:

- Removing traditional printers supplied free of charge by the NHS and replacing them with highly efficient green Epson printers
- We are making our websites energy efficient by adding dark colour layers to save energy for patients using our sites, by improving copy writing and content
- Installing solar panels and have battery storage on order to become more energy self-sufficient



We are currently going for our Gold standard award which is likely to be granted in the New Year.

Spencer, our Business & Strategic Manager has been elected as one of the Green leads in the NHS in Cornwall and has been the keynote speaker in several conferences informing other practices, Integrated Care Board's and Primary Care Network's about our green initiatives here at Probus. He has also been elected to the national ICB for Green initiatives.



Recently media coverage has commented on the matter of patients having difficulty in getting a GP appointment. Supporting patient access to primary healthcare is something we are very conscious of, and despite the daily challenges we face, we continue to do all that we can to keep waiting times to a minimum.

One way that Primary Care as a whole has adapted to the increasing patient need for medical attention is by introducing additional roles within the GP practice team. Paramedics, Clinical Pharmacists, Care Coordinators, Physiotherapists, Mental Health Practitioners and Social Prescribers are amongst the additional roles that are now increasingly present across Primary Care. Each role has been developed to provide patients with more specialised and appropriate support with their needs.

Here at Probus we are lucky enough to have a team of Paramedics, Henry and Mark, as well as our new Advanced Nurse Practitioner, Amy. We also have our Clinical Pharmacists Carla and Jo, and our full-time Care Coordinator, Rebecca. We are really proud of the work they do here at Probus and are delighted that some of them have been chosen to represent these roles in a regional NHS campaign that will be going national in the New Year. You might see Rebecca, Mark or Carla on a bus stop advertisement dotted around the county to help raise awareness of their roles and the valuable work that they do.

Paramedics and ANPs are medically trained and work under the close guidance of the

on-call GP to help provide the appropriate urgent care. Their support means that more patients requiring the on-call service can be helped and the GP on-call can prioritise the most clinically urgent cases to ensure that everyone receives the medical attention they need.

Our Clinical Pharmacists also work in close contact with our GPs, and if you have a prescription query, or need a review of your medication they can contact you and answer your questions. Our Care Coordinator, Rebecca, provides a vital service not always available within GP surgeries to help patients coordinate their care and provide signposting to outside services.

We hope our patients are also reassured by the presence of our dutiful on-call team who are there every day during to week to ensure patients get urgent medical attention when they need it. We appreciate that patients with routine medical issues may have to wait and this can be stressful and frustrating. We will continue to address this in our appointment planning to keep waiting times to a minimum as much as is pre-emptively possible.

Keep an eye out on our social media for more information on these additional roles.

**NHS**  
Cornwall and Isles of Scilly

**GP?**  
Think of me

**It's not always the doctor you need to see...**

**Mark**  
Paramedic Practitioner

I can help you with things like infections, wound closures and diagnostic tests.  
Often with same day appointments.

**It's not always the doctor you need to see...**

**Rebecca**  
Care Coordinator

I will help with your non-medical needs.  
Things like care packages, treatment plans and family support.

**It's not always the doctor you need to see...**

**Carla**  
Clinical Pharmacist

I can help with your medicines.  
I will make sure they are working well for you.  
I can prescribe any changes.

**Instantly connect with Probus Surgery’s local services - start using the free Help@Hand app today!**

The Help@Hand app is a huge directory of local services that may help you and your relatives. It is completely free of charge to all - patients, their families and their carers.



Simply use the following link to get started: <https://link.hand.community/YjWA>, or you can download the app on any smart phone app store by searching “Help@Hand community” or by scanning the QR code on the left.



Once you are on the app, click the surgery tab, and under “find a new community” search for Probus Surgery. You can also access the app via desktop using the link above. You will then be able to see over 700 services that can offer you specialist services and support. You can filter these services specific to category including:

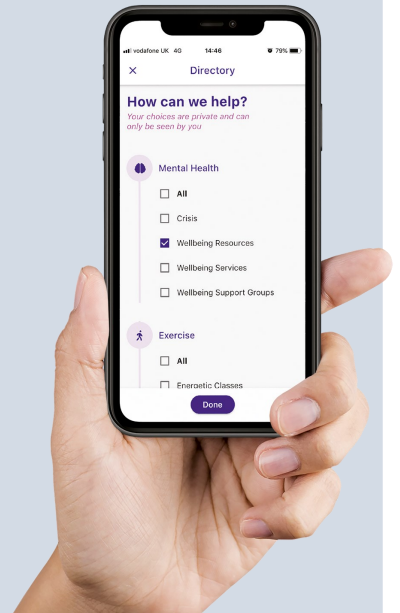
- Mental health
- Exercise
- Accessibility
- Interests
- Long term conditions, and more.

Once you have found a service you are interested in, you can tap on their number to start the call, tap to send them an email, or tap to open up their website. You can also save services to your favourites to return to later.

If you run a local service or support group that could benefit patients and is not already on the app, please let us know and we can assist in putting the details on there for all of our patients to see to help bring our community together.



**help@hand**<sup>TM</sup>  
Community Info



NHS

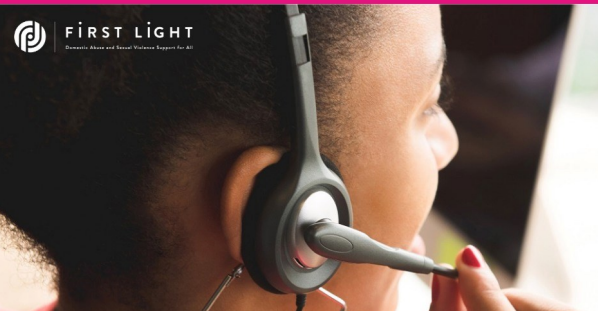
Charlie and Louise

**“It’s so easy to get the right medical advice for my son.”**

**Left:** Unsure what to do when your child is unwell? The NHS HANDi App has a quick, easy to use symptom checker for all types of childhood health conditions and advises on how best to treat them. Download from your app store today.

**Bottom left:** Brook Cornwall operates a free, and confidential service for people of all ages living in Cornwall and the Isles of Scilly. Access contraception (long-acting and emergency), pregnancy testing, STI testing and treatment, advice and more.

Our Cornwall Domestic Abuse helpline is open from  
9AM - 9PM Mon - Fri  
9AM - 5PM Saturday



**FIRST LIGHT**  
Domestic Abuse and Sexual Violence Support Unit

**Bottom right:** Cornwall Domestic Abuse Helpline provided by First Light and Safer Futures Cornwall. Their Independent Domestic Abuse Advisors (IDVAs) provide one-to-one practical and emotional support for people affected by domestic abuse.

**DID YOU KNOW?**  
Brook is a sexual health service available to **all ages** in Cornwall. With a range of **online services** as well as various in person **clinics across the County.**

**brook** sexualhealthcornwall.co.uk  
0300 303 0714

0300 777 4777  
TAKE YOUR FIRST STEP TOWARDS A FUTURE FREE FROM ABUSE

2021 MEDILINK SOUTH WEST  
Innovation AWARDS  
Sponsored by  
Academic Health Science Network

Partnership with the NHS Award WINNER  
help@hand Community Info  
Patientcards



**Seasonal affective disorder (SAD)**



**Things you can try yourself**

- 1 Try to get as much natural sunlight as possible
- 2 Sit near windows when you're indoors
- 3 Take plenty of regular exercise, particularly outdoors and in daylight
- 4 Eat a healthy, balanced diet
- 5 Make your work and home environments as light and airy as possible
- 6

It can also be helpful to **talk to your family, friends and colleagues about SAD**, so they understand your stresses and how your mood changes during the winter.

**Left:** For some people, a change in season can trigger seasonal affective disorder (SAD). Here are some things you can try at home to help improve your symptoms.

**Right:** Did you know that if you can quit smoking for 28 days you are 5 times more likely to quit for good? It's never too late to quit smoking. Find out more at [bit.ly/Smokefree\\_Cornwall1](https://bit.ly/Smokefree_Cornwall1)



**Right:** Do you have a well-stocked first aid kit? Having some essential items, like bandages, tweezers and plasters, can help you treat very minor injuries yourself.



**Left:** Cervical screening is one of the best ways to protect yourself from cervical cancer. It's not a test for cancer, it's a test to help prevent cancer. Protect yourself, attend your cervical screening when invited.

Don't ignore your cervical screening invite



HM Government

# BOOST

**YOUR IMMUNITY THIS WINTER**

**FLU + COVID-19 BOOSTER VACCINES**

Find out how to book at [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)

**Above right:** If you're 50 years or over, have certain health conditions or are pregnant, you should have the flu vaccine and COVID-19 booster. Many children are also eligible for a free flu nasal spray vaccine. #GetBoosted Find out how to book at [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)

Outlook South West offers mental health therapy for anyone 16 and older who is worried, stressed, anxious, or has a low mood.

You can self-refer by calling 01208 871905 or register online at

[www.cornwallft.nhs.uk/outlook-south-west](http://www.cornwallft.nhs.uk/outlook-south-west)



Man Down provide informal peer-support talking groups all over Cornwall for men with mental health concerns.

“Together we can end the stigma and reduce the number of male suicides in Cornwall”. To find out more including up-to-date meeting schedules, visit:

[www.mandown-cornwall.co.uk](http://www.mandown-cornwall.co.uk)



**Georgia's Voice** is a charity hosting small, free, confidential support groups for young women with mental health concerns. Offering a safe place to come and talk, listen and just be. Locations include Truro, St Austell, Newquay and St Stephens.



Feeling lonely is something that all of us can experience at any point and it can have a huge impact on our wellbeing. It's important to remember that these feelings can pass and that there are lots of ways we can help each other too.

Fancy a cuppa? Fancy a walk? Sometimes reaching out to each other with as little as three words can make a big difference.

As part of the Better Health: Every Mind Matters

campaign, the Department for Digital, Culture, Media and Sport are encouraging people to 'Lift Someone Out of Loneliness' by taking a simple action to help someone who may be feeling lonely. If we do this regularly, we can all help to lift each other up.

**Find out how you can help to lift someone out of loneliness** here: [www.nhs.uk/every-mind-matters/life-challenges/loneliness/](http://www.nhs.uk/every-mind-matters/life-challenges/loneliness/)



**An update from Probus Surgical Centre**

2022 seems to have been and gone in a whirlwind. We continue to be as busy as ever providing care to the patients of Cornwall in Ophthalmology, General Surgery, Hand Surgery and Urology.

The collaborative working relationship with The Royal Cornwall Hospital continues to provide Urology and Oculoplastic and Dental procedures at the Surgical Centre and we continue to provide Urology, General Surgery and Orthopaedic procedures at our additional location in Penzance.

As the challenges in the world of healthcare continues, we remain dedicated to providing the best possible service to our patients. We continue to receive positive feedback from patients sending us thank you cards and responses in patients Friends and Family Test comments and Questionnaires who want to tell us how great their experience was. Our staff love to read all the feedback.

From myself and all the staff at Probus Surgical Centre, we would like to thank you for your continued support for the Surgical Centre and wish you all a Merry Christmas and Happy New Year from all at Probus Surgical Centre.

*Kim Prowse*  
Surgical Manager



**Photo above L-R:** Spencer (Business & Strategic Manager), Emma (Probus Surgery - Practice Manager), and Kim (Surgical Manager).

**An update from Cornwall Medical Group**

Probus Surgical Centre’s sister company, Cornwall Medical Group continues to serve the local community by providing a range of much-needed private medical services to complement and support our NHS provision.

Operating from Probus Surgery and St Clare’s Medical Centre in Penzance, CMG offers state-of-the-art procedures and treatments with our team of expert practitioners. CMG provides access to rapid assessment, diagnostics, treatment and aftercare, all under one roof.

Their services include:

**Day-Case Surgery for**

- cataracts
- hernias
- skin lesions
- vasectomy
- circumcision
- toenail repair

**Pain and Injury Management for**

- osteoarthritis
- tendinopathy
- frozen shoulders
- repetitive strain injuries
- recovery from sprains and strains, fractures and surgical procedures
- physiotherapy and rehabilitation

**Medicated Weight Management**

- prescription of the leading weight management pharmaceutical-grade medicine
- exclusive use of the EXi app with exercise prescription and 24/7 monitoring

**Skin and Hair Rejuvenation for**

- skin tags and lesions
- acne and acne scarring
- pigmentation and melasma
- rosacea
- thinning hair, alopecia and male-pattern baldness
- fine lines and wrinkles

To find out more about Cornwall Medical Group, to view their list of procedures and to find out about their team of expert practitioners, please visit their website at <https://www.cornwallmedicalgroup.com/> or call 08172 392087.



CORNWALL  
MEDICAL  
GROUP

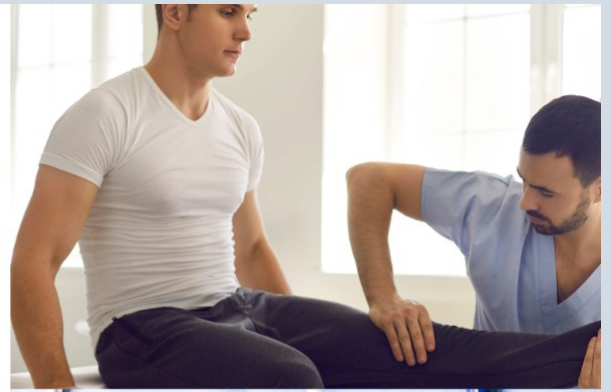
# Cornwall Medical Group

Private Medical &  
Surgical Treatments for  
Health & Wellbeing

CMG offers a range of private medical solutions from day-case surgery to musculoskeletal (MSK) medicine for pain and injury support, weight management and hair and skin rejuvenation.

Providing rapid assessment, diagnostics, treatment and aftercare; all under one roof.

For more information please call :  
**01872 392087**



<https://www.cornwallmedicalgroup.com/>

The Surgery, Tregony Road, Probus, Truro, Cornwall, TR2 4JZ.





Cornwall Bereavement Network is a combination of bereavement services in Cornwall that have come together in order to make support more accessible for those who have experienced the death of a love one. Their website has a list of services available to offer support:

[www.cornwallbereavementnetwork.org](http://www.cornwallbereavementnetwork.org)

Alternatively, you can phone on 01208 834620 to speak to someone about where to find the right emotional support.

## COMMUNITY FOOD LARDER

PROBUS  
PARISH  
CHURCH



Opening  
Times:

Monday  
4-5

Wednesday  
2:30-3:30

Friday  
9-10

Saturday  
9:30 – 10:30

Our local community larder is FREE and open to EVERYBODY to use in Probus and the surrounding area.

### JUST DROP IN

Help us, help you & reduce food waste!

NO ONE GOES HUNGRY PROBUS & SURROUNDING AREA.



Isolating or can't get out? Please email [nochildgoeshungryprobus@gmail.com](mailto:nochildgoeshungryprobus@gmail.com) to find out about our delivered food parcels.

## STICKER MEMORY CAFÉ

For people with memory loss and their carers

ALL ATTENDING MUST BE COVID VACCINATED

1st & 3rd Tuesday of every month 2-4pm

ST MARKS CHURCH HALL,  
CHAPEL HILL, STICKER, PL26 7HG

NEED TO KNOW MORE?

CALL 07901147353 / 07717333713

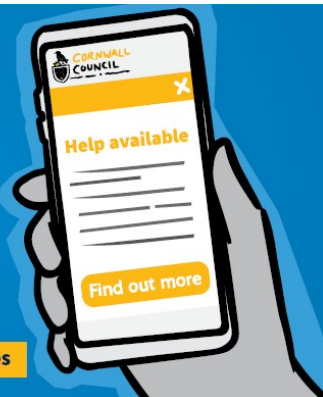


Sticker  
Memory Café



# Worried about money?

[www.cornwall.gov.uk/moneyworries](http://www.cornwall.gov.uk/moneyworries)



## Chronic Sisters

Do you suffer with a chronic illness, such as fibromyalgia, arthritis, migraines, depression, diabetes or chronic pain?

Then do come along to our monthly support group! You will receive a warm welcome, empathy and care.

Held on the last Tuesday of each month 10-12 noon, held at AJs Coffee Shop, Beach Road, Carlyon Bay, St Austell PL25 3PH

Find us on Facebook, or contact Suzie on 07821 698316.

If you have any queries, feedback or suggestions regarding any of the information in this newsletter please let us know by via the Feedback section on our website ([www.probusurgery.co.uk](http://www.probusurgery.co.uk))

Alternatively, if you would prefer to speak to someone in person, please phone in on 01726 882745 and speak to a member of our dedicated team who are here to help in the best way they can.

The Probus Surgery Team