



Photo by Richard Couchman

Goodbye winter, and a very Happy Spring to us all!

The longer days and our spring vaccination programme have combined to create an optimistic outlook for the year. Spring at the surgery is the time when we look back and evaluate the positive difference we have made for our patients and for our staff over the last year, and continue making our plans for what we want to achieve and deliver in the coming year.

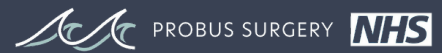
Whilst we acknowledge the hardships, I also want to shine a light on the many positives, on the community spirit of looking out for each other, and the critical role that our essential services have played in our lives in the difficult past two years. We are always implementing innovative techniques and technology here at the surgery to keep us up to date in the healthcare world and provide the best possible care for you, our patients. I want to thank you all for being patient with us while we implement these changes to our systems; such as the recent changes made to our phone lines to allow call backs when long queues develop. We hope our patients are already starting to experience the benefits of changes such as this.

I would like to congratulate Dr Smithson on being a parent soon and wish her all the best when she leaves for her maternity break in August. I'm also saddened by Dr Ball's upcoming retirement from the surgery in July. I wish him and his family all the best for his retirement. On behalf of all the staff at the surgery I would like to thank him for all the effort and hard work he has put in over the years. Whilst we lose one loved one, we gain another. I would like to welcome Mr Spencer Casey, our current Business Strategic Manager who will take on Dr Ball's partnership when he retires.

So with that, Happy Easter to you all, and enjoy getting back to basics outdoors, or catching up with family and loved ones!

Dr Rawlins Murthy
GP & Managing Partner

Letter from Dr Murthy	1
Practice News	2/3
Message from Dr Smithson	3
Practice & Dispensary Updates	4
Help@Hand App	5
Health Campaigns & Information	6
Wellbeing	7
Cornwall Medical Group & Probus Surgical Centre	8/9
Community Support & Information	10



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](https://www.facebook.com/probussurgerycornwall)

Don't forget we also have our new
practice website:
www.probussurgery.co.uk

There are three ways to get in
touch with us:

- 1 - Submit a secure online contact form on our website at:
probussurgery.co.uk/online-requests/
This is convenient, secure and can save you time. Our team will respond within 2 working days.
- 2 - Call us during surgery hours
- 3 - Come into the surgery during working hours

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.

Practice Stats

January to March 2023

Registered patients = 9,328

Total number of appointments = 17, 625

Face-to-face = 11,647

Telephone = 5, 978

Total number of missed appointments = 1,133

Prescriptions raised = 23,459

Items dispensed = 48,047

The end of March marks the end of another year in the NHS Primary care calendar and what a year it has been!

When reflecting on what has been a tough year for general practice, not just locally in Cornwall, but nationally, we are very proud at Probus of the care we have given to you, our patients, and our overall performance.

We've made mistakes, every business does, but on the whole we have got a lot more right than we have wrong. This year saw us being one of the leading practices in the delivery of the covid and flu vaccinations, with more people immunised than we have ever had before. We are very pleased to have delivered this protective service for our vulnerable patients as the effects of the pandemic are ongoing for so many.

We were relieved and proud to have completed the Quality and Outcomes Framework (QOF) earlier than scheduled this year, in a year where most practices are still struggling to offer patients routine yet still crucial appointments, such as annual reviews and health checks. This is largely a result of the new systems and improvements we have put in place over the course of the last year.

Patients with long-term conditions should have recently received a digital letter explaining the changes we are making to our recall systems, which means patients will be invited for their reviews based on their birth months moving forward. This is one of the many steps we are currently taking to continue to improve the efficiency of our service.

This year also saw our practice and our clinical colleagues selected to front the National "GP? – Think of me" campaign. I'm sure many of you will have seen some familiar faces on nearby bus stops and across social media. We are incredibly proud of all the amazing people who work with us!

We have also continued to bring in more innovative technology in order to continually adapt and try to improve patient experience and our model of care. Accessible digital services such as our "Help at Hand" app (see page 5) which provides details of over 700 local and national resources available to our patients at the touch of a button, making social prescribing freely accessible to our patients.

The Help@Hand app is also available on desktop without creating an account, meaning patients can access this through their local library where free internet use is provided.

We have listened to our PPG, and to you our patients, and have made further improvements to our phone system, most notably adding a call-back system, which is designed to try and improve the experience when trying to contact the practice.

Probus Surgical Centre continues to grow with more procedures happening than ever before! We are very proud to be working alongside RCHT and helping the current issues that are known within secondary care.

We are excited to see what 2023-24 brings us and are looking forward to Probus Pharmacy opening later in the year, which will bring a much needed service to the people of this fantastic village!

Thank-you everyone for your continued support and we are proud to serve this wonderful community.

Spencer Casey
Business & Strategic Manager



L-R: Spencer Casey, Dr Murthy, Kim Prowse, Emma Marjeram, Dr Smithson & Helen Adams



BOOK VACCINATIONS

TRAVELLING ABROAD?

Probus Surgery is the only registered travel vaccination centre in Cornwall. Even if you're not a registered patient here, contact us with plenty of notice and you can come and visit us for your travel vaccinations.

Vaccination	Doses	Charge
Hepatitis B (Course of 3 injections)	Three doses	£150.00
	Booster dose	£50.00
Japanese Encephalitis (Course of 2 injections)	Two doses	£237.00
Meningitis	Single dose	£52.00
Tick-borne Encephalitis (Course of 2 injections)	Two doses	£130.00
Cholera	Two doses	£58.00
Yellow Fever (including certificate)	Single dose	£65.00
Re-issue of Yellow Fever Certificate		£6.00
Exemption Certificate		£10.00
Blood Test		£21.00
Private Prescription Medication Written Private Prescription		TBC £20.00
Consultation Fee		£50.00

TO FIND OUT MORE CALL US ON 01726 882745



Message from Dr Smithson:

I'm sure that you will all agree that it will be nice to see the back of this winter and welcome in the spring with the longer days, better weather and of course, Easter eggs! I feel at Probus we are going into spring with a positive step. The managing team have worked hard through the winter to recruit and we now have full nursing and dispensary teams. We are trying our best to recruit new GPs but as you may be aware there is a national GP shortage. We now however have a robust on-call team and it is a pleasure to work alongside our experienced and enthusiastic paramedics and Advanced Nurse Practitioners (ANPs): Henry, Mark, Sarah, Ellie and Jo.

One of my favourite parts of the job is training the GP registrars and medical students, and I wanted to say thank you to all of you that have seen a trainee or student during your appointment! It is really valuable for their learning and I am hoping that with your help I can tempt them into the world of general practice. I want to wish our current GP registrar Dr Ayelet Partridge good luck with her maternity leave next month and also Tegen Noy our Health Care Assistant. Some of you may now be aware that I am expecting my first baby in August so I am hoping that they pass down some tips! I will be away on maternity leave for 6 months but will back in the New Year, although I may be a little more dishevelled with 2 cocker spaniels and a new baby! Finally I want to say good luck to Dr Howard Ball with his retirement in summer.

Take care and Happy Easter to you all!



Message from Dispensary:

In the last month our Dispensary team have welcomed two new staff members. Amber and Jess are both cat lovers and are settling in very well.

We have been working hard to ensure everyone's prescriptions are ready to collect in time for the Easter Bank Holiday weekend and expect a busy month ahead with all of the upcoming May Bank Holidays. Please only order the medication you need, and not extra unless you are going on holiday. Apart from the Bank Holidays the dispensary will be open and operating as normal and we are now fully staffed. If you need an emergency prescription over any of the Bank Holidays, please contact the 111 service (phone 111, or online 111.nhs.uk).

We wish all of our patients a very happy Easter break!

WE'RE HIRING

- Salaried GP
- Salaried GP (Maternity Cover)
- Superintendent Pharmacist

For more information about these roles, please see the vacancy details on our website:
<https://probussurgery.co.uk/practice-information/vacancies/>

TO APPLY PLEASE SEND YOUR CV TO EMMA.MARJERAM@NHS.NET

You can submit your repeat prescription request one of three ways;

- 1 - Online via our website: www.probussurgery.co.uk/navigator/request-a-repeat-prescription/
- 2 - Online via one of the approved Apps: SystemOnline, NHS App
- 3 - In person, by sending the paper request slip into the surgery, or at one of our branch sites

If you have a routine query about a prescription request, please submit your question via the website:

www.probussurgery.co.uk/navigator/prescription-question/

This is the most efficient and secure way to ask your question and we will aim to respond within 5 days.

The Dispensary phone lines are open daily from 9am-10am, and 5-6pm to answer urgent queries only.

SAVE MONEY ON YOUR HRT PRESCRIPTIONS WITH A HRT PREPAYMENT CERTIFICATE

BEFORE YOU GET IT, CHECK:

- > That your HRT medicine is eligible.
- > That you're not already eligible for free NHS prescriptions or other help with health costs.
- > Whether the 3 or 12 month general PPC might be more cost effective.

USING IT:

- > Get it online, or in person at some pharmacies, just before your next prescription.
- > Ask for your HRT items on separate prescriptions.
- > Take your prescription and HRT PPC to a pharmacy and use it as many times as you need over 12 months.

Did you know, if you pay for your prescriptions you could save money with a prepayment certificate (PPC)?

- o From 1st April 2023 the prescription charge in England is £9.65 per item.
- o A PPC costs £31.25 for 3 months, or £111.60 for 12 months.
- o A HRT PPC covers certain HRT medicines for a set priced of £19.30 and is valid for 12 months.
- o Before buying a PPC, you can check if you are entitled to free NHS prescriptions and other help with health costs at www.nhsbsa.nhs.uk/check-if-youre-eligible-help
- o You can buy a PPC online or in-person at some pharmacies

To find out more visit: services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate

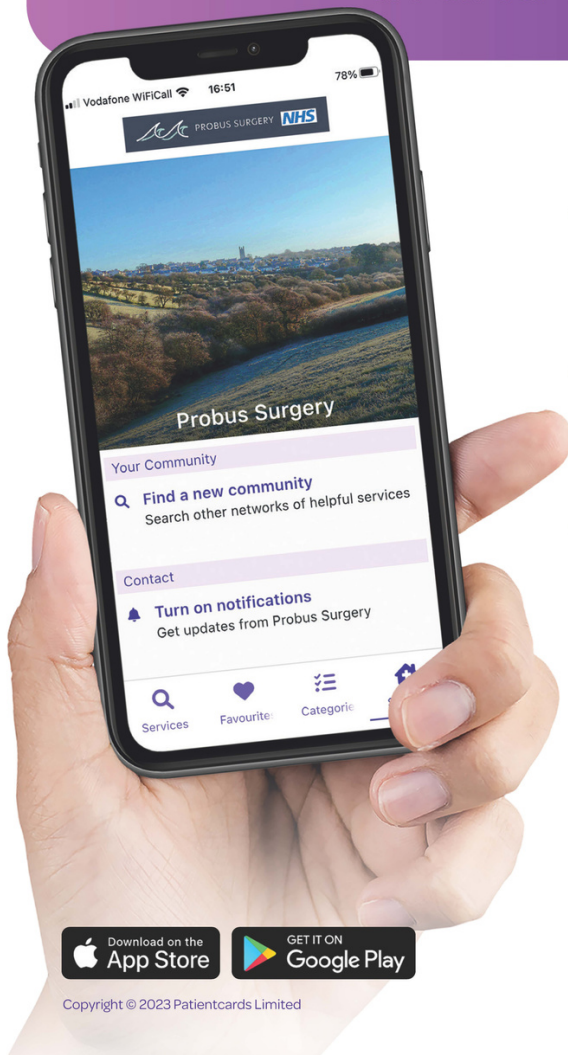
or call 0300 330 1341



help@hand
Community Info



Access all the services,
wellbeing support and events
in and around Probus



Help that's close at hand

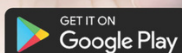
- **Essential** - Find everything from counselling services, befriending schemes and exercise classes to local community events.
- **Easy** - Discover services and upcoming events quickly without needing to log in or sign up to the app.
- **Trusted** - Access the app securely, with no personal data stored. Tried and tested support services you can use with confidence and ease.



Stay informed - download the app today!

Scan the unique QR code to download the Help at Hand app for your GP surgery or use the link here:

<https://link.hand.community/YjWA>



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Find us online at: www.hand.community



Strep A

For information on symptoms and when to seek medical help visit

nhs.uk/Strep-A




Alex and Joshua

“Its home care plans cover a whole range of conditions. Without doubt, I'll keep using it.”

Click the post link to download the HANDI App.




Top up+ your immunity this spring

If you're in one of the following groups, you can take up the **spring COVID-19 Booster offer**

- Adults 75 years and over
- People aged 5-74 with a weakened immune system
- Residents in care homes

Please wait to be contacted by the NHS if you're eligible



Quit smoking for good this year

Text 'SMOKEFREE' to 82228

www.healthycornwall.org.uk




Quit Smoking Start Saving

Join the thousands of people who are quitting smoking.

Download the free NHS Quit Smoking app to get started.


GET IT ON Google Play | Download on the App Store



What injuries can a minor injury unit treat?

- sprains and strains
- broken bones
- minor burns and scalds
- head injuries (not if someone is unconscious)
- insect and animal bites and stings
- minor eye injuries
- cuts, bruising and grazes

111 | 111.nhs.uk | Call 111



A third of people who were sent a bowel cancer screening kit last year did not complete it

The NHS bowel cancer screening kit detects signs of cancer before you notice anything is wrong.



FACE

Has their face fallen on one side? Can they smile?

ARMS

Can they raise both arms and keep them there?

SPEECH

Is their speech slurred?

TIME

To call 999 if you see any single one of these signs

WHEN STROKE STRIKES, ACT F.A.S.T.


ACT FAST Help us help you



Are you on holiday?

Your own GP is the best point of contact for health worries, even if you're on holiday. They can arrange for prescriptions to be sent to a local pharmacy.

Find a local pharmacy: nhs.uk/find-a-pharmacy



Cold or flu?

Cold and flu symptoms are similar, but flu tends to be more severe.

Cold

- Appears gradually
- Affects mainly your nose and throat
- Makes you feel unwell, but you still feel well enough to do your normal activities

Flu

- Appears quickly within a few hours
- Affects more than just your nose and throat
- Makes you feel exhausted and too unwell to carry on as normal



What should be in your first aid kit?

- Antiseptic
- Painkillers
- Bandages
- Skin rash cream
- Eyewash solution
- Medical tape
- Plasters
- Sterile dressings
- Antihistamines
- Thermometer
- Tweezers
- Scissors

FIRST AID



A safe community to support your mental health

Join today for free at togetherall.com



Hourglass
Safer ageing - Stopping abuse

The only UK wide charity dedicated to calling time on the abuse, harm and exploitation of older people.

24/7 Helpline - 0808 808 8141

SHOUTOUT TO THE MEN WHO HAVEN'T FELT OK LATELY, BUT GET UP EVERY DAY AND REFUSE TO QUIT.



Lets talk about It

ST AUSTELL SUPPORT GROUP

Starting from the 19TH April

YOU MATTER

St Austell College

FIND US at "The Space" Wednesdays 6.00-7.30pm FORTNIGHTLY

Small, free, confidential support groups for young women aged 18-25 with mental health problems, offering a safe place for you to come and talk, listen or just be.

GEORGIA'S VOICE @georgiasvoiceuk



THE BEREAVEMENT HELP POINT

Bereavement Help Point

A **FREE** monthly drop in space for anyone who has been bereaved.

We offer a relaxed and supportive group environment for conversations, peer support, signposting and refreshments.

Starting on 16th January 2023
Then the first Monday of each month
10am - 12pm
At Treverbyn Hall, Treverbyn Road, Stenalees, PL26 8TL



We are here for you

www.cornwallhospicecare.co.uk/our-community-services/ or call **01726 829874**

Cornwall Emotional Support Service

Counselling and emotional support for stroke survivors, their loved ones and carers

Telephone: 01872 301689
Website: stroke.org.uk

Rebuilding lives after stroke




Active Plus
Veterans Inspiring People

Well-being, Employment & Training Support

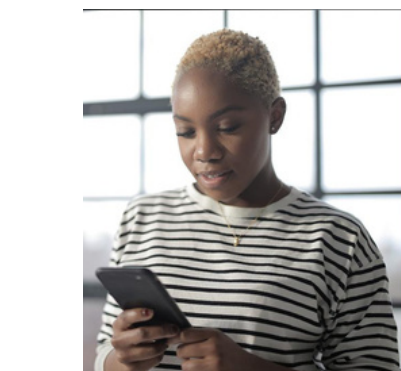
Active Plus deliver courses and activities that build confidence, boost motivation, improve communication skills and inspire change.

If you are: someone with a health condition or struggling to get into work or education; helping children and students to unlock their potential; an employer who is developing a resilient and sustainable workforce, Active Plus can help you take the next step - support available across Cornwall and Devon.

Well-being activities
Embrace change
Who Dares Works
Health Works for Cornwall
Family Matters

Preparing for the future
Employment support
Guidance

- Positive People
- Veterans Support
- Social Prescribing
- Business support

Stay on top of the latest news and information for carers

Join for free:
carersuk.org/join



SAMARITANS A registered charity

There's huge strength in reaching out.

Call free day or night **116 123**

Safer Futures
0300 777 4777
saferfutures.org.uk

24-hour National Domestic Abuse Helpline
0808 2000 247
nationaldahelpline.org.uk

Samaritans
116 123
samaritans.org.uk

SAFER CORNWALL
Kerrow Salwa

If you or someone you know is at immediate risk, call the police 999

01326 567174 admin@activeplus.org.uk

Active Plus run a number of projects, funded by different funding streams, including 680 projects funded by The National Lottery Community Fund and the European Social Fund, as well as funding from Cornwall Council, the European Social Fund and the NHSE Armed Forces Team.






CORNWALL
MEDICAL
GROUP

It has been another busy month for Cornwall Medical Group (CMG); the private wing of Probus Surgical Centre. Launched in 2021, CMG provides access to rapid assessment, diagnostics, treatment and aftercare, all under one roof for a range of services including day-case surgery, pain and injury management, medicated weight management and skin and hair rejuvenation.

We have been delighted to have welcomed Poonam to our CMG staff team.

Poonam is a Level-7 trained aesthetician and brings a wealth of experience in a wide range of aesthetic treatments including wrinkle relaxation and dermal fillers.

"I am an advanced nurse practitioner at 111 with a level 7 diploma in aesthetic medicine specialising in non-surgical injectables. I am trained at a leading postgraduate medical school which is JCCP/CSPA recognised. I wish to achieve desirable and realistic outcomes for the patients at CMG, whilst advocating natural beauty and the ageing process." To book a skin consultation with Poonam, you can call the clinic on **01872 392087**.

NEW TREATMENTS:



With Poonam's arrival, we have launched a new range of iS Clinical facial treatments and now offer dermal fillers in addition to our skin booster and wrinkle relaxation treatments.

iS Clinical is an award-winning brand that offers results-driven treatments and a range of pharma-grade, botanically derived-products you can use at home. One of our most popular treatments is the A-list favourite, Fire and Ice Facial. While it may sound a bit daunting, this resurfacing facial is surprisingly gentle on the skin and has zero downtime. It is perfect for targeting fine lines and wrinkles, acne and acne scarring.

Dermal fillers can be used in the lips, cheeks and chin to gently plump, define or improve the shape of the face. They can be used alongside facials and other aesthetic treatments as a part of a full skincare package.

INNOVATION IN PAIN & INJURY

We are also delighted to announce that we are now partnering with Arthrosamid®; a new type of treatment injected into the knee to help treat the pain caused by osteoarthritis, offering an alternative to currently available therapies.

Arthrosamid® integrates with the synovial membrane and thickens the synovial fluid surrounding the knee joint, improving lubrication, and providing cushioning. The result is reduced knee pain, providing safe and sustained relief in a single injection.

The hydrogel making up the injection will not degrade and so will provide long-lasting relief to your knee osteoarthritis. In clinical studies to date, patients reported a significant reduction in pain at 4 weeks and the level of reduction was maintained at the 1-year follow-up period.



This is just one of the innovative treatments available through our Pain & Injury Service that provides rapid access to assessment, diagnostics, treatment and follow-up care for a range of musculoskeletal problems including arthritis, frozen shoulders and pain caused by acute injuries or ongoing wear and tear to the joints, tendons, ligaments and muscles.

If you are interested in any of our services and treatments, please visit our new look website at www.cornwallmedicalgroup.com



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.



Our treatments include:

Day-Case Surgery for:

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

Pain and Injury Management for

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

Medicated Weight Management

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

Skin and Hair Rejuvenation for

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

An update from Probus Surgical Centre:

Our current focus is to reduce our waiting times by increasing our capacity, and in turn 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 on a regular basis and we are providing Urology, General Surgery and Orthopaedic procedures at our additional location in Penzance.

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, we read every single response we receive. Our staff love to read all the feedback and continue to be dedicated to providing the best possible service to our patients.

I'm also always exploring additional surgical services we can provide to the patients of Cornwall, and we hope to provide more services here in the future.

Kim Prowse, Surgical Manager

St Austell Library hosts:
St Austell Carers Support Group

Meet other carers and like-minded people for a chat over a cuppa



Runs on the 4th Tuesday of every month at St Austell Library, 10am-12pm
Next dates: 27th Sep, 25th Oct, 22nd Nov



For further information call 0300 1234 111, email stauzell.library@iscornwall.org.uk, or see our social media pages: [f stauzelllibrary](https://www.facebook.com/stauzelllibrary) [i stauzell.library](https://www.instagram.com/stauzell.library)

Worried about money?



www.cornwall.gov.uk/moneyworries

Chronic Sisters

Do you suffer with a chronic illness, such as fibromyalgia, M.S., arthritis, an auto immune disease, long covid, Menopause issues, M.E. etc or chronic pain/fatigue?

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 Merlin MS Centre, Hewas Water, Saint Austell, PL26 7JF.

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



Supporting independence
Encouraging confidence
Inspiring friendship

Who we support

We support adults with long-term neurological conditions and young people with neuro diversities to access specialist therapies and information in a safe, supportive environment.

Therapies we offer

Physiotherapy, exercise classes, hydrotherapy, sensory integration therapy, oxygen therapy, day respite, welfare support, transport and an onsite café.



Use Us
Support Us
Volunteer With Us

Bradbury House, Hewas Water, PL26 7JF
hello@merlinmscentre.org.uk 01726 885530
www.merlinmscentre.org.uk

Home and Hospital



homeandhospital@ageukcornwall.org.uk
Newquay Hub : 01637 876150
Falmouth Hub : 01326 316880
St Austell Hub : 01726 76806

We are active in your community and able to offer support on and post discharge.

We pride ourselves in supporting older people and their families to alleviate stress, anxiety, and loneliness. If you or someone you support needs a helping hand, [please email us](mailto:help@ageuk.org).



- Home Support
- Gardening Services
- Active Social Hub Bubbles; hot meals & a wide range of social activities
- Companionship Services
- Supported Travel
- Information & Advice
- Benefits Advice
- Hospital Aftercare Services
- Carers Support
- Step into Wellness

For more information on how we can support your role, please email our Home and Hospital service.

Registered Charity number 902542

Breastfeeding Support in Cornwall

Providing a local 'warm safe space' in your local community.

Our Breastfeeding Peer Support Groups are held in Family Hubs across Cornwall. They are led by our trained volunteers who are all mothers with experience of breastfeeding. We offer a place for you to feed your babies comfortably and receive support and guidance. Toys are available for older children, and we provide free refreshments.

Scan our QR code to find out where our groups run and to book.



Cornwall Bereavement Network

Have you been bereaved? Are you looking for support or advice? Bereavement services in Cornwall have come together with the aim of making it easier for those who have experienced the death of a loved one to find support and information. However you have been bereaved, and whatever your age or relationship to the deceased, there is assistance out there and we hope that this resource helps you to find what is right for you. Visit the website for a list of charities and services able to offer support to those bereaved, from any cause and of any age. If you would prefer to speak to someone about where to find the right emotional support for you then please call; 01208 834 620, 9am - 5pm, Monday to Friday.

www.cornwallbereavementnetwork.org

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 to find out about our delivered food parcels.

WORRIED ABOUT SOMEONE?

If you think someone you know might be experiencing abuse, but aren't sure what to do, you can reach out for help and advice.



SAFER FUTURES
www.saferfutures.org.uk

DOMESTIC ABUSE HELPLINE
0300 777 4 777

If you have any queries, feedback or suggestions regarding any of the information in this newsletter, please let us know via the Feedback section on our website: www.probusurgery.co.uk/navigator/feedback/ Alternatively, if you would prefer to speak to someone in person, please phone in and speak to a member of our dedicated team who are here to help in the best way they can.

The Probus Surgery Team