



## INSIDE THIS ISSUE

Practice News	2
New Build	3
ITV News and NHS Chief Visit	4
Awards and Green Update	5
Manager Updates	6
Christmas Carols and PPG	7
Welcome Our New Staff	8
CMG and iS Clinical	9
Campaigns	10-12

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)  
01726 882 745

Time flies and we are already at the end of the year. As the holiday season approaches, our thoughts turn gratefully to our staff and colleagues who have worked tirelessly for our patients and for each other. At Probus Surgery and Surgical Centre we consider ourselves one big family. And like any family, we have our struggles and our triumphs, our cries and our laughs, our sadness and our joy.

During a time when it could have been possible for people to turn their backs on one another, I saw our Surgery and our community come together and help out however they could. Your acts of hope, strength, optimism, positivity, kindness, and unfaltering perseverance have left us truly in awe and grateful for each and every one of you.

Our organization is lucky to have such dedicated people and your hard work makes us who we are.

May this holiday season bring you and your families enough joy and laughter to last a lifetime.

Not even Santa could bring a better team to work with!

Merry Christmas, and best wishes for a healthy and prosperous New Year.

**Rawlins Murthy**  
**Managing Partner**



What a year 2023 has been! We are very proud at the progress we have made as a practice and as a business this year. We have been praised and singled out on several occasions in 2023 due to our model of care at Probus and the service we are trying to provide to our patients. We have also been in the running for several national awards and its great to see our staff getting the recognition they deserve and I couldn't be

prouder of the amazing team we have here at Probus. We have also been very prominent in the news and have led several NHS advert campaigns for Primary Care. To have our practice positively portrayed on ITV news was a really big moment for the practice. We have also had several big VIP visits this year, none bigger than the personal visit we had from the NHS Chief Strategy Officer Chris Hopson.

## PRACTICE STATS

January to November 2023

Total number of  
appointments = 71,805  
Face-to-face = 48,091  
Telephone = 23,714

Total number of missed  
appointments = 2,175

Prescriptions raised = 76,163  
Items dispensed = 157,491

**PROBUS SURGERY** **NHS**

### 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 Booster dose	£150.00 £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		TBC
Written Private Prescription		£20.00
Consultation Fee		£50.00

TO FIND OUT MORE CALL US ON 01726 882745

This year has also seen us undertake a huge building project which, after a lot of hard work, has finally been completed, with Surgical and GP services having started in November. Unfortunately, there has been a slight delay with the opening of the pharmacy due to red tape issues but we have passed our inspection and are hopeful that the pharmacy will open early in 2024. The Surgical Centre also continues to grow and thrive with more and more NHS procedures happening at Probus. This will be further expanded with two new theatres located in our new building which we have called the Lowenna Wing. It's also been a year where we have said goodbye to some very familiar faces. Dr Howard Ball retired after over 30 years of service at Probus and sadly Dr Simon Purchas left us due to health reasons. However, we have recruited well and we have never had the numbers and the variety of staff and roles at Probus as we do now. As we continue to grow, we will continually strive to improve and become better.

I would once again like to thank all of our amazing patients and this wonderful community. We couldn't wish to be a part of a better and more supportive patient list and I sincerely wish you all a very happy Christmas and new year!

**Spencer Casey**  
**Business & Strategic Partner**



## NEW BUILD



After a lot of hard work and planning, we are delighted to announce that our new building opened in November. We have named the building the Lowenna Wing which means joy and happiness in Cornish. The Lowenna Wing has two new theatres and four new consultation rooms. It also has a community pharmacy which has its own pharmacy consultation room which allow us to provide pharmacy services that have never before been available to our patients.

Our Business & Strategic Partner Spencer Casey added "We are very proud of our new building the Lowenna Wing. This will allow us to provide even more services for our patients both for the GP Practice, the Surgical Centre and for Cornwall Medical Group. The new Probus Pharmacy will also be an amazing addition to this community and allow community pharmacy services to be available for our practice population for the first time. We are excited with the future of the entire Probus Healthcare Group and what this can do for our patients".

The GP Surgery and Surgical Centre will begin using the building with the pharmacy opening next year as there has been a delay which is outside of our control. The pharmacy has passed its inspection, so we are just awaiting the go ahead from NHS England. This building has come at a significant cost from the Partners as this has been solely privately funded with no financial assistance from the NHS.

## New Lowenna Wing Training Room



NHS

GP?  
Think of me

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

Carla  
Clinical Pharmacist





Partner Kayleigh Smithson

## ITV NEWS

On the 1st August Probus Surgery was featured on ITV news as our unique model of care was highlighted and praised by the news outlet. It was a brilliant opportunity to showcase the really good things we are doing at the practice and the report was overwhelmingly positive. For a national news channel to want to visit and do a report on our practice is further proof that in the challenging primary care world, where many practices are really struggling, Probus Surgery continues to grow and thrive.

[The Cornwall doctors surgery cutting waiting times for patients | ITV News West Country](#)

## NHS CHIEF VISIT

The practice were honoured when NHS Chief Strategy Officer Chris Hopson came to Cornwall to visit our practice. Mr Hopson was interested in seeing our model of care and strategy first hand and was thoroughly impressed by our whole set-up. It was further evidence that what we are trying to do at Probus is working and is something the NHS would like other practices to emulate.



Partners Guy Lin, Rawlins Murthy and Spencer Casey with NHS Chief Strategy Officer Chris Hopson



Emma Marjeram - Hillcroft Practice  
Manager of the Year

## AWARDS

This year the practice have been awarded or nominated several awards. We feel extremely proud that we are being recognised for the excellent work we do and most importantly that our fantastic colleagues are being personally recognised. Laura Catchpole, our Lead Nurse was a finalist in the Nurse Lead of the Year category whilst our Care-Coordinator Rebecca Rowe came runner-up as the non-medical role Award. Our Practice Manager Emma Marjeram won the Hillcroft Practice Manager of the Year Award and the practice was a finalist for the Best GP Practice End of Life Care Awards. Our Business & Strategic Partner Spencer Casey is also a finalist in the Senior NHS Manager of the Year Award which is being held in London on the 8th December.



## GREEN UPDATE

Probus have had a busy year this year in terms of green and net-zero plans. Spencer Casey is one of the green leads in Cornwall and has lectured on behalf of the NHS across the country in demonstrating the net zero model we have implemented at the practice. Spencer has spoken for Manchester ICB, Birmingham and Solihull ICB, London & Greenwich ICB in recent months and is an integral part of the Green ICA NHS national board. The practice have in recent years have installed solar panels and battery systems for energy, changed all the printers in the business to the most green and energy efficient products on the market, have installed electric vehicle charging points for the staff and even done huge amounts of work in regards to Search Engine Optimisation (SEO) for all the business websites as well as adding wordpress plug-ins to create dark layers to make visiting our websites more energy efficient for our users. Probus continue to be committed to the NHS net-zero targets and have been nominated for the Green Business Award for the South-West.





We are entering an exciting and very busy time at the Surgical Centre opening our new minor surgery theatres', our own reception area and more consulting rooms in the Lowenna Wing. The new theatres will enhance our basket of procedures we offer at the Surgical Centre and continue to offer more availability to our patients. 2023 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. So far this year we have seen over 7500 patients and performed over 3750 operations.

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. 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.

Alongside the services we provide to NHS Patients, we also welcome self-pay patients requesting treatment. We recognise that the reasons patients sometimes choose to have private treatment and care can differ from one surgical procedure to the next, i.e. some patients may require a procedure that is no longer available under the NHS or it may just be that they simply need greater control over their busy timetable.

We currently offer the following self-pay procedures: Cataracts, Vasectomies, Hernias, Adult Circumcision, Toenail Removal and Skin Lesions. As well as offering innovative minor surgery, we provide sports and injury clinics, and aesthetic and cosmetic treatments. All of which are fully clinician-led. Details of all listed can be found on our website [www.cornwallmedicalgroup.co.uk](http://www.cornwallmedicalgroup.co.uk). 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*



What an exciting year we have had at Probus with the new build and lots of new staff members starting.

As a surgery we have been nominated and won several awards including practice manager of the year, nurse manager of the year, non-clinical nurse award of the year, Best GP practice team. We have been identified as being a forward thinking practice and have been working with ad campaigns and have even featured on ITV news.

I am extremely of my team and what we have achieved this year.

I would like to wish all our patients a very merry Christmas and a happy new year.

**Emma Marjeram**  
*Practice Manager*

## CHRISTMAS CAROLS

Dr Simon Purchas, our well loved and respected long serving GP Partner retired last year due to ill health following the diagnosis of a rare form of dementia. We would like to show support for Dr Purchas and his family by raising money for the National Brain Appeal which funds education and research for Rare Dementia Support. This year's Probus Surgery Annual Christmas Carols will donate all funds raised to this amazing cause on the 14th December at the Hawkins Arms from 7pm.



## PATIENT PARTICIPATION GROUP

Probus Surgery would like to thank our amazing PPG group for all their support this year. We had a little break whilst we were completing the new development but we look forward to reconvening shortly.

## RESEARCH UPDATE

The practice this year became a research practice, helping RCHT trial some of the very latest medications and we are able to give our patients the opportunity to use cutting edge medications to help with conditions. We have so far taken part in trials for Weight Management, Schizophrenia and Diabetes with many more in 2024. If you qualify for the trials you will be contacted directly and offered the opportunity to join the trial.



PROBUS SURGERY AND  
PROBUS SURGICAL CENTRE



# Christmas Carols

IN SUPPORT OF  
NATIONAL BRAIN  
APPEAL

THURSDAY 14TH DECEMBER  
FROM 7PM  
AT THE HAWKINS ARMS



PROBUS SURGERY AND  
PROBUS SURGICAL CENTRE



Patient Participation Group



## CARE TEAM

Probus Surgery are delighted to welcome our new Social Prescriber Niomi Shepherd to our Care Team. She joins our amazing care Coordinator Rebecca Rowe and our Safeguarding Leads Dr Rawlins Murthy and Mr Spencer Casey.

Having a full time Social Prescriber is a huge addition to the team. Niomi's role will help address the social, emotional and practical needs of patients that affect their health and wellbeing. The practice also have the amazing Help at hand app available for all our patients.



Care Team - Rebecca Rowe and Niomi Shepherd

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/yfjWA>

Find us online at: [www.hand.community](http://www.hand.community)

## NEW CLINICIANS

Probus Surgery would like to welcome several new colleagues to our clinical team. We are very fortunate to have recruited two new doctors in Dr Anuj Acharya and Dr Madeline Attridge and a new trainee GP in Dr Siddharth Harsh. We have also increased the capacity in our on-call team and have recruited two additional Nurse Practitioners, Lara Richards and Poonam Ranga as well as an additional paramedic join us in Stephannie Johnson. Pawel Kunstman also joins our team as a Community Superintendent Pharmacist in anticipation of our new pharmacy opening next year. We would like to take this opportunity in introducing our new clinicians to our patients and welcome them to our team.



Paramedic - Steph Johnson



Nurse Practitioner - Lara Richards



# WHERE SCIENCE MEETS SKINCARE

CMG  
IS CLINICAL

CMG are proud to be partners with the world-renowned brand iS Clinical. CMG offer skin treatments and products using the highest-grade cosmetic products available. CMG offer the treatments that the A-list celebrities are all having, including the famous Fire & Ice facial used by the celebrities before the Oscars and the Champagne Foaming Enzyme Facial. CMG are also doing Cancer Care Harmony Facials. CMG also stock and sell the full range of iS clinical skin care products. Please see our website for a full list of our treatments.



IS CLINICAL FACIAL TREATMENTS  
NOW AVAILABLE!



CORNWALL MEDICAL GROUP



CORNWALL  
MEDICAL  
GROUP

## MEDI-AESTHETICS

Wrinkle Relaxation  
Dermal Fillers

Skin Booster Injections  
Facial Treatments

Platelet Rich Plasma PRP Therapy

[www.cornwallmedicalgroup.com](http://www.cornwallmedicalgroup.com)



UK Health Security Agency

**HOT WEATHER**

## Keep your home cool during hot weather



**Close blinds and curtains on windows** that are exposed to direct sunlight, move to the coolest part of your home and open windows (if it is safe to) when the air feels cooler outside than inside.

NHS

Charlie and Louise

**"It's so easy to get the right medical advice for my son."**



**Asking the same question over and over again. over and over again. over and over again.**

**It's not called getting old, it's called getting ill.**



NHS

Order your repeat prescriptions on the NHS App



Better Health Let's do this

NHS

## 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

Choose the right service Help us help you

- Self care Medicine cabinet
- Pharmacy Minor illnesses
- Your own GP Health concerns
- 111 NHS 111 Non-urgent health advice
- Minor injury units Minor injuries and illnesses
- 999 or emergency department Life threatening emergencies

Cornwall Partnership NHS Foundation Trust

NHS Cornwall Partnership NHS Foundation Trust

Expert patient programme Small steps to better health

Free online self management courses for people living with long-term health condition



NHS

Around 100,000 people have a stroke each year in the UK. This means that every five minutes, someone has a stroke.

When Stroke Strikes Act F.A.S.T. Check Face, Arms or Speech. Don't hesitate, it's Time to call 999.



NHS Cornwall and Isles of Scilly

**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](https://nhs.uk/find-a-pharmacy)

NHS

## Hay fever



Visit [nhs.uk](https://nhs.uk) for things you can do to ease your symptoms when the pollen count is high.

NHS Royal Cornwall Hospitals NHS Trust

## 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



NHS

## Insect bites and stings



Most insect bites and stings are not serious and will get better within a few hours or days.

Visit [nhs.uk](https://nhs.uk) for what to do if you've been bitten or stung.



**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**



## Falls Prevention Programme

For adults with a fear of falling, who are unsteady on their feet or have had a fall

email: [info@icareimove.com](mailto:info@icareimove.com)  
refer yourself FREE on **0800 054 118**

**Join now**

Funded by **CORNWALL COUNCIL**  
one and all - omen hag all

No matter what you're going through, we're here for you. If you need support, talk to us.



**mind**  
0300 123 3393  
(Open 9am-6pm weekdays)  
[mind.org.uk](http://mind.org.uk)



**Rethink Mental Illness.**  
0808 801 0525  
(Open 9.30am-4pm weekdays)  
[rethink.org](http://rethink.org)



**SAMARITANS**  
116 123 (free to call)  
(Open 24/7)  
[samaritans.org](http://samaritans.org)



**shout**  
**85258**  
Text SHOUT to 85258  
(Free and open 24/7)  
[giveusashout.org](http://giveusashout.org)



**THE MIX**  
Essential support for under 25s  
0808 808 4994  
(Open 4pm-11pm)  
[themix.org.uk](http://themix.org.uk)



**YOUNGMINDS**  
Call our Parents Helpline  
**0808 802 5544**  
(Open 9.30am-4pm weekdays)  
[youngminds.org.uk](http://youngminds.org.uk)



**Home from hospital?**

Get help with your transport, find fun local activities and support that matters to you.

**Community Gateway**

**01872 266383**  
[gateway@ageukcornwall.org.uk](mailto:gateway@ageukcornwall.org.uk)

Your new helpline for support and advice. Open 8am - 8pm, 7 days a week, 365 days a year.



**togetherall**

## A safe community to support your mental health

Join today for free at [togetherall.com](http://togetherall.com)



**Cornwall Emotional Support Service**

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

Telephone: 01872 301689  
Website: [stroke.org.uk](http://stroke.org.uk)

Rebuilding lives after stroke

**Stroke Association**

**SAMARITANS**

If you're worried about a friend, we're here for them, and for you too.



Call free day or night on **116 123**

**Safer Futures**

☎ 0300 777 4777  
[saferfutures.org.uk](http://saferfutures.org.uk)

**24-hour National Domestic Abuse Helpline**

☎ 0808 2000 247  
[nationaldahelpline.org.uk](http://nationaldahelpline.org.uk)

**Samaritans**

☎ 116 123  
☎ [samaritans.org.uk](http://samaritans.org.uk)

**SAFER CORNWALL**  
Kernow Salwa

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



**NHS**

"I just didn't think I'd feel happy again"

**NHS Talking Therapies can help**

**Mental health matters** Help us help you

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 [staustell.library@iscornwall.org.uk](mailto:staustell.library@iscornwall.org.uk), or see our social media pages:  
f [staustelllibrary](https://www.facebook.com/staustelllibrary) i [staustell.library](https://www.instagram.com/staustell.library)

### Home and Hospital



[homeandhospital@ageukcornwall.org.uk](mailto: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:homeandhospital@ageukcornwall.org.uk).



- 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 903542

**Need some advice?**

Enjoy friendly company, a hot meal and a cup of tea. Make social connections to people who live nearby.

**Community Gateway**

**01872 266383**  
[gateway@ageukcornwall.org.uk](mailto:gateway@ageukcornwall.org.uk)

Your new helpline for support and advice. Open 8am - 8pm, 7 days a week, 365 days a year.

### 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](mailto:hello@merlinmscentre.org.uk) 01726 885530  
[www.merlinmscentre.org.uk](http://www.merlinmscentre.org.uk)

## 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.



Together for Families

## 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.

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



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/](http://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**