



Probus & Grampound Surgeries Autumn 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.
- ◆ Dr Smithson is available to consult patients on Mondays, Wednesdays, Thursdays and Fridays.

Advanced Notice—Surgery Closure

Probus Surgery will be closed for staff training between 1:00pm and 2:00pm on **Thursday 21 December 2017**.

We will also be closed over the Christmas & New Year Bank Holidays **Monday 25 December, Tuesday 26 December 2017 and Monday 01 January 2018**.

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 or opt out please visit:
<http://www.nhs.uk/caredata>

Confidentiality

The Practice strictly applies the rules of confidentiality and all staff undertake Information Governance training. When telephoning the surgery for an appointment or to request a call, our receptionist staff may ask for information regarding your illness on behalf of the GP's so they can prioritise the urgency of your request. Please give as much detail as possible if asked.

Private Fees

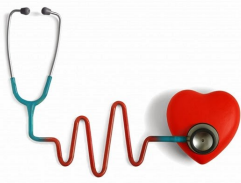
There are certain services a GP undertakes which is not covered by the NHS contract (regardless of your circumstances) and therefore you will be required to pay a private fee. The list of private fees can be found on our practice website www.probusurgery.co.uk and at reception.



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

The Surgery
 Tregony Road
 Probus
 Truro
 Cornwall
 TR2 4JZ

The Surgery
 Mill Lane
 Grampond
 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.

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.

So far this year 683 GP appointments have been missed and 1144 nurse appointments!

Test Results

Test results are usually back within 48hrs. If you have not heard anything you can assume that the test results have come back as normal. If you wish to contact the surgery after two working days please do so after 11:00am as we are experiencing a large amount of telephone calls before this time for patients requesting an appointment.

Flu Vaccinations

If you meet the criteria and would like to have a flu vaccination please telephone the surgery on 01726 882745 or 01726 882521 to make an appointment. Our receptionists will be able to help if you are unsure if you meet the criteria.

Referrals

If you require onward referral to the hospital please note the hospital are currently dealing with exceptional numbers of patients waiting to be seen. Quite a few departments currently have an 8 month waiting list so please do be patient and you will be contacted in due course.

Dispensary

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. Please remember every phone call asking about medication delays your or other patients medication being dispensed. 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.



If you are collecting fridge items, bulky or large amounts of medication please do so in a timely manner as space is at a premium.

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

From the 1st April 2017 the charge for each prescription item increased to £8.60, prepayment costs remained 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



Kernow Clinical Commissioning Group