

*"To improve the health, well-being and lives of those we care for"*

**Probus Surgery**

Tregony Road, Probus, Truro, TR2 4JZ

**Tel:** 01726 882745

**Website:** [www.probusurgery.co.uk](http://www.probusurgery.co.uk)

**Facebook:** @probusurgerycornwall

## **Probus Surgery Welcome Letter and Practice Information**

Our mission is "to improve the health, well-being and lives of those we care for".

With that in mind, we would like to welcome you to Probus Surgery and thank you for choosing our practice.

Our main site is at Probus, and we have regular satellite clinics at Tregony (Roseland Parc), and Hewas Water (The Merlin Centre).

Probus Surgery is owned and run by the partners. Our partners are Dr Howard Ball, Dr Guy Lin, Dr Rawlins Murthy, Dr Kayleigh Smithson, and Dr Grace Moon.

We also have associate salaried GPs: Dr Sarah Keast, Dr Lavanya Muthaiyan, and Dr Chris Ireland.

To find out more about our GPs, visit [www.probusurgery.co.uk/practice-information/doctors/](http://www.probusurgery.co.uk/practice-information/doctors/)

There is free car parking available at the surgery with two disabled spaces located by the front door. We also have reserved spaces available opposite the surgery at Probus playing field during working hours. We have disabled access via the front door and there is a disabled access toilet next to reception. Baby changing facilities can also be found in the toilet next to reception. Probus Surgery has signed up to the Breastfeeding Friendly Scheme, and we are also a proud Veteran Accredited GP Surgery working closely with Active Plus to support veterans in our community.

As a new patient there are several forms which need to be completed in order for your registration to be processed. A checklist is available at reception to help guide you with this process.

Once you have completed all relevant sections of the forms you will also need to provide us with the following identification documentation:

- A form of photographic ID i.e. passport, photo driving licence or a birth certificate if you are registering a child
- A recent utility bill with your registered address on

If you have completed your patient registration online, it is possible for you to provide photographic evidence digitally. Once you have submitted your registration form, please monitor your emails for a response from the practice with further instructions. For more information or support with this please speak to our Reception Team.

All new patients are entitled to a new patient check with one of the nursing team and our receptionists will be happy to arrange this appointment with you.

We hope the information included in this letter and practice information pack is helpful to you and please get in touch if we can be of any further assistance.

Yours sincerely,

*Emma Marjeram*

**Practice Manager**

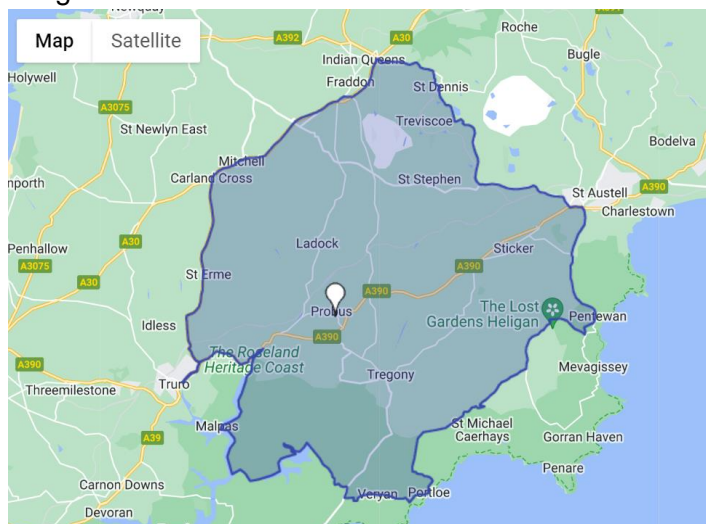
Probus Surgery

## Opening Hours

Probus Surgery doors are open from 8:00am – 6:30pm and the telephone lines are available from 8:30am until 6:00pm Monday to Friday (excluding Bank Holidays).

## Practice Boundary

We cover an 8-mile radius around the village of Probus. To ensure a safe and responsive service we cannot accept new patients who live outside of the geographical boundary detailed in the image below.



To check if your postcode is in our catchment area, please use the link below or ask at reception.

<https://probussurgery.co.uk/practice-information/practice-boundary/>

## Named GP

Every patient is allocated a named GP who is responsible for your overall care at the practice. If you would like to know who your named GP is, please contact reception by using the contact form link below, or at the front desk.

<https://probussurgery.co.uk/navigator/ask-the-reception-a-question/>

If you wish to change your named GP, please let us know and we will make every reasonable effort to accommodate your request.

Having a named GP does not restrict your entitlement to see any other doctor in the practice.

## Training practice

Probus Surgery is committed to training clinicians. We have a permanent, but changing presence of trainee doctors and medical students. A GP Registrar is a qualified Doctor.

Foundation Year 2 Doctors are qualified doctors completing their training in General Practice. Medical students may be working at the surgery who are training to become doctors and nurses. We appreciate your help in giving them the opportunity to learn.

If you have any objections to seeing our students, please inform our reception team.

## Privacy Notice

To understand how we protect your data in line with GDPR and current legislation, please read our privacy notice:

<https://probussurgery.co.uk/practice-information/privacy-notice/> or ask reception for a copy.

## Accessibility

If you require any information in another format, please speak to our Reception Team who will be able to assist.

## Website, social media and newsletters

Our practice website has dedicated sections for Practice Information, Self-Help, Appointments, Prescriptions and more.

[www.probussurgery.co.uk](http://www.probussurgery.co.uk)

Please watch the following YouTube video for a demonstration of how to use the site which is accessible by computer, smart phone or tablet:

<https://youtu.be/uJBO1jibGUA>

We also have a Facebook page where we share regular posts with practice news, updates, and health and wellbeing related posts.

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

Our patient newsletter includes health news and practice updates. Previous editions are available on our website. New editions are sent to patients by text message link or email where possible.

## How it works: Contacting the surgery

Patients can contact the surgery online via the website, by phone, or in person.

We advise patients requiring routine or non-urgent care to use our online contact form "Get help for any health problem" where they are able to:

<https://probussurgery.co.uk/navigator/check-its-not-an-emergency/>

Website contact forms are monitored daily and actioned appropriately by each department.

This keeps the phone lines available for patients requiring urgent care.

In order for your medical problem to be prioritised appropriately, when contacting the surgery please provide as much detail as possible. You will always be treated with respect and confidentiality protected wherever possible.

### **Urgent Care**

This is for patients who require urgent medical attention for an acute new medical problem within 24 hours. Examples include infections, recent onset pain, persistent coughs, an unwell child, or a complication of an underlying condition such as asthma, cancer, or diabetes.

Patients meeting criteria for urgent care will be placed on our on-call list. Our on-call acute care team consists of the on-call duty Doctor, Paramedics, Clinical Pharmacists and our Care Coordinator. The duty Doctor is responsible for overseeing triage and will assign patients to the most appropriate clinician to assist with their medical problem.

The on-call list is prioritised based on clinical need and is subject to change throughout the day. For this reason, it is not possible to provide an accurate call-back time and we ask that you keep your preferred method of contact to hand to be contacted.

Where appropriate you may be offered a face-to-face appointment. If this has not been offered to you and you feel strongly that you would like to be seen in person, please inform the clinician of your reasons for this during your call and this will be taken into consideration as well as the available resources.

Depending on the nature of your problem, it may be more appropriate for someone other than the duty doctor to contact you. This may be a paramedic who are well equipped to handle certain conditions, a pharmacist to assist with medication queries, or our care-coordinator to signpost to outside services who can provide extra help.

If during triage your symptoms are recognised as potentially serious you may be advised to call 999 or attend A&E. This is so that you can access the critical care required with as little delay as possible.

In line with current NHS contracts, you may be advised to contact another service to help you

such as your community pharmacy, dentist or optician.

### **Planned/routine care**

Patients with non-urgent or ongoing medical problems may be offered a telephone appointment in the first instance with their usual GP, or the GP with the nearest availability. If you feel strongly about being seen in person, please share your reasons and this will be taken into consideration. Please note this may change the nearest availability.

We endeavour to meet patient needs in the shortest time frame possible. It is important to note that not all of our GPs work full-time and this impacts their availability.

The Livi service is also available for telephone and video consultations. Livi appointments need to be booked via reception at the surgery. Livi clinicians are not employed by Probus Surgery and may contact you from anywhere within the country. Livi appointments are not appropriate for patients presenting with serious symptoms or requiring urgent care. Patients requesting a Livi appointment will need to meet specific criteria. Please ask reception for details.

### **Out of Hours**

Please note we are closed on Bank Holidays.

If you require medical advice outside of working hours that cannot wait until we re-open, please use the 111 service by phone or online.

For routine issues you can submit a contact form that will be dealt with when we re-open.

<https://probussurgery.co.uk/navigator/check-its-not-an-emergency/>

### **Home visits**

We strongly advise that a home visit should only be requested when a patient is too ill to travel to the surgery. When requesting a home visit please make your request before 10:30am where possible and give detailed information as to the reason for your request.

The duty Doctor may decide it is appropriate for a paramedic to carry out your home visit.

We strongly advise patients attend the surgery in person wherever possible due to the available facilities for examining and providing treatment.

We are not able to facilitate home visits on the basis of lack of transport alone. If you are having

difficulties with transport there are services that may be able to help including Age UK Cornwall Transport Services (01872 223388) and Volunteer Cornwall Community Transport Scheme (01872 265300).

### **Chaperones**

Please inform the clinician if you would like a chaperone present during an examination. We adhere to local and national guidelines when chaperoning and all staff are aware of the need for confidentiality. We aim to provide a safe and comfortable environment for everyone attending one of our surgery sites.

### **Test Results**

Test results usually take up to two working days to be processed. This may vary depending on the type of test. A clinician will review your results and either a GP or receptionist may contact you with the results. If you have not been contacted within 4 working days and would like to confirm your results, please contact the surgery via the form on our website:

<https://probussurgery.co.uk/navigator/test-results-request/> Alternatively if you do not have internet access, please call the surgery after 2pm.

If it has been confirmed with yourself that your results were abnormal, a follow up discussion or a repeat test may be arranged. Please note that receptionists are not clinically qualified to discuss your results in detail.

### **Referrals**

There is detailed information on our website about many services you can self-refer to. If you need a referral to be made on your behalf, please contact reception with your query. If you have questions regarding a referral that has already been made for you, you can:

- Telephone the number on your appointment letter (if you have one)
- Telephone the Referral Management Service on 01872 226700
- Contact our medical secretaries via the website or by phone

More information about referrals for specialist care can be found at: [www.nhs.uk/nhs-services/hospitals/referrals-for-specialist-care/](http://www.nhs.uk/nhs-services/hospitals/referrals-for-specialist-care/)

### **Community Nursing Teams**

Community nursing teams support people's healthcare, when they are unable to leave their own home or need some additional support after a period of illness or discharge from hospital. A GP must complete a referral to the Community Nursing Team.

### **Prescriptions and Dispensary**

Please allow a minimum of 5 working days (not including weekends or Bank holidays) for repeat prescriptions to be processed.

Patients can request a repeat prescription up to 10 days in advance in writing, by using the designated form on our website (link below), by using their NHS app, or handing in their repeat slip in person or by post.

<https://probussurgery.co.uk/navigator/request-a-repeat-prescription/>

Probus Surgery is a dispensing practice.

The Dispensary is open between 8:30am and 6:30pm, Monday to Friday (excluding Bank Holidays).

Dispensary phone lines are available via the main switchboard (01726 882745) between 8:30am – 11:00am and 3:00pm – 6:00pm to answer queries or concerns regarding medication. The reception team are unable to assist with complex medication queries outside of these times.

There are some key differences between a GP dispensary and a community pharmacy. The GPs oversee the dispensary which does not have an onsite pharmacist to give advice or handle complex medication queries. Such requests will be passed on to your prescribing GP. We have a team of qualified and experienced dispensers who liaise closely with clinicians within the practice team including doctors, pharmacists, and practice nurses.

Prescriptions items not collected within 4 weeks of being dispensed will be removed from the shelf.

### **Prescription Delivery Service**

Probus Surgery provides a free of charge delivery service with deliveries made to the following locations weekly:

- Tregony (Post Office)
- Roseland Parc

- Summercourt Surgery (Memorial Hall)
- Grampound Road (Shop)
- Ladock (Shop)
- Sticker (Londis)
- Tresillian (Shop – Mary’s Pasties)
- Probus Garage
- Grampound Village Store

If you would like to collect your repeat medication from one of these locations, please inform the dispensary team. If you pay for your prescriptions, payment will be required before your repeat medication can be delivered.

An additional delivery service is also available for housebound patients. Please enquire about this service with the dispensary team.

**Change of name, address, and contact details**

It is important for patients to inform the practice of any changes to their details.

You can do this using the link below, or in-writing, if you do not have internet access.

<https://probussurgery.co.uk/navigator/change-of-personal-details/>

Please note that a name change will require legal documentation for confirmation (e.g. marriage certificate or deed poll).

**Access to records**

Patients can access certain elements of their medical records via the NHS app or on SystmOnline.

More information on the NHS app is available here:

<https://www.nhsapp.service.nhs.uk/login>

To register for online services on SystmOnline please complete the following form online or ask for a copy at reception:

<https://probussurgery.co.uk/navigator/register-for-online-services/>

**Complaints**

We always aim to provide our patients with the best possible service. There may be times when you feel things could be done better. Patient feedback is therefore important for us to understand where we may be able to improve.

A problem can often be solved promptly and most easily if dealt with at the time it arises, with the person involved. We would encourage all of our patients to try this approach first to resolve the situation.

Where you are not able to resolve your complaint this way and wish to make a formal complaint you should exercise your right to do so.

Please provide your formal complaint in writing and make it as specific and precise as possible. By providing this as soon as possible after the event it can help us to establish what happened more easily.

To submit your formal complaint, please complete a Feedback form on our website or write a letter for the attention of our Practice Manager, Mrs Emma Marjeram.

For more information about our complaints process visit our website:

<https://probussurgery.co.uk/practice-information/suggestions-comments-and-complaints/>

**Violence and abuse policy**

Probus Surgery has a zero-tolerance policy and will not tolerate threatening or aggressive behaviour towards staff or other patients. Patients who are violent or abusive to staff and persons present on the practice premises will be removed from our patient list.

**Patient Participation Group**

Probus Surgery and Probus Surgical Centre reinstated its Patient Participation Group in July 2022 following the disruptions caused by the pandemic.

The face-to-face group meets bimonthly to discuss the current goings on at the practice. Current group members were selected from applications of interest to best represent the various demographics of our patients.

To keep the group numbers manageable there is currently a waiting list to join the face-to-face group.

All patients can join the virtual group to receive practice updates and meeting minutes as well as other resources.

**Probus Surgical Centre**

Located within the same building as Probus Surgery, Probus Surgical Centre started out in 1995 as a local service to provide surgical treatment to the patients of Probus GP Surgery. The service became very popular with patients and was soon being asked to treat patients from other surgeries in the county. For all general enquiries or to make an appointment Probus Surgical Centre can be contacted by phone 01726 885104 or via their website.

<https://www.probusurgicalcentre.co.uk/>

## Useful numbers and contact details

Age UK – Information, advice and helpline services for older people, their families and carers	01872 266383 <a href="http://www.ageuk.org.uk/cornwall">www.ageuk.org.uk/cornwall</a>
Age UK Cornwall Transport Services	01872 223388
Cruse Bereavement Care	0808 808 1677 <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>
Carers UK Advice Line	0808 8087777
Citizens Advice Bureau	08444 111444 <a href="http://www.citizensadvicecornwall.org.uk">www.citizensadvicecornwall.org.uk</a>
Cornwall Council Adult Care and Support Adult Social Care	0300 1234100 <a href="http://www.cornwall.gov.uk/">www.cornwall.gov.uk/</a> 0300 1234 131 0300 1234 105
Step Change - Debt Support Service	0800 138 1111 <a href="http://www.stepchange.org">www.stepchange.org</a>
DisAbility Cornwall	01736 759500 <a href="http://www.disabilitycornwall.gov.uk">www.disabilitycornwall.gov.uk</a>
Emergency Dentist (If you are registered with a dentist, contact their usual number)	111
Turn2Us – Financial Support	<a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>
First Light – Support for people who have been affected by domestic abuse and sexual violence	0300 777 4777 <a href="http://www.firstlight.org.uk">www.firstlight.org.uk</a>
Truro Foodbank	077 2171 1669 <a href="http://truro.foodbank.org.uk">truro.foodbank.org.uk</a>
Kernow Carers Service	0800 587 8191
Mobility Aids – Tolvaddon (Wheelchair hire)	01209 614 928
Cornwall Mental Health Crisis 24/7 Line	0800 038 5300
Outlook Southwest (Cornwall IAPT service)	01208 871905 <a href="http://www.cornwallft.nhs.uk/outlook-south-west/">www.cornwallft.nhs.uk/outlook-south-west/</a>
No One Goes Hungry – Probus and surrounding area	Email: <a href="mailto:nochildgoeshungryprobus@gmail.com">nochildgoeshungryprobus@gmail.com</a>
Referral Management Service Cornwall	01872 226700 <a href="https://rms.cornwall.nhs.uk/information_for_patients">https://rms.cornwall.nhs.uk/information_for_patients</a>
Royal Cornwall Hospital Treliske	01872 250000 <a href="http://www.royalcornwall.nhs.uk">www.royalcornwall.nhs.uk</a>
Relate – Counselling, support and information for all relationships	0300 100 1234 <a href="http://www.relate.org.uk">www.relate.org.uk</a>
Samaritans	116 123 <a href="http://www.samaritans.org">www.samaritans.org</a>
St Petrocs – Advice line for support on homelessness issues	01872 264153 <a href="http://www.stpetrocs.org.uk">www.stpetrocs.org.uk</a>
Volunteer Cornwall - Community Transport Scheme	01872 265300 <a href="https://www.volunteercornwall.org.uk/car-bookings">https://www.volunteercornwall.org.uk/car-bookings</a>
We Are With You	01872 263001 <a href="http://www.wearewithyou.org.uk">www.wearewithyou.org.uk</a>