

PROBUS SURGERY & PROBUS SURGICAL CENTRE

PATIENT NEWSLETTER SUMMER 2022



Photo by Richard Couchman

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It has been a challenging start to the year since our last newsletter. There have been many positives and improvements but also we have also had some difficult situations where our service has been affected. The main difficulty being the issues experienced by our Dispensary in the past few months. We had nearly a third of our workforce struck down with Covid just after Covid rules were relaxed. This was not due to our processes or infection control rules but down to the affects of the public rule changes and how this had affected the general population as a whole. That was exasperated by the reduction of working days due to the bank holidays and supply issues from our main drug supplier. The practice would like to offer our sincerest apologies to any of our patients affected and thank you all for your understanding and patience during this difficult time. We put several measures in place to rectify this issue. Including employing new staff, substantial overtime on weekends and evenings, using locum dispensers to increase our workforce and changing our medicine suppliers. These changes will take time to take full effect but I would like reassure you all that we have made significant changes to ensure that we get the service back to the level that it should be.

We have also recruited in other areas including increasing the number of receptionists we have, new nurses and a new GP in Dr Chris Ireland. We also have a new Advanced Nurse Practitioner joining us shortly. We are also delighted to announce that we

have been successful in our application to open a pharmacy at the Probus site. This will be a valuable addition to the practice and provide an important local service to the village and our patients. This will be situated in our brand new building expansion which will have several new theatres to help with the increased surgical demand and new treatment and consultation rooms too. This expansion will allow us to future proof the practice and surgical centre and give us the capacity to continue to improve our service for our patients. Work will commence on this project hopefully in the Autumn.

We have also undergone a CQC inspection where the practice was praised for our service and for the plans we have implemented and for what we have planned for the future. It was a proud moment for all involved to know that our hard work was recognised and that the changes and care we are giving was of a high standard.

We are also delighted to announce that we have been made a Green Pioneer Practice with the many Green Initiatives we have launched at the practice and surgical centre. We are proud to be seen as one of the leading Green NHS organisations as we play our part in achieving the NHS net zero ambition.

Finally, we are also pleased that we have restarted our PPG group. I would like to thank everyone who expressed an interest in joining the Patient Participation Group and I apologise that we were unable to allow everyone

to join as we had to keep the number to a manageable amount. This will allow us to have the platform to share our plans and performance regularly with our patients and also listen to the feedback from you, our patients.

On behalf of the Partners, Practice and Surgical Centre I would like to thank-you for your continued support. The support we have had on social media and in feedback within the practice has been humbling and overwhelming. We will strive to continuously improve and will give our utmost attention to the really pressing areas of the business to ensure that the wellbeing and experience of our patients is of a consistent high standard. Thank-you so much for your support and understanding during some difficult moments and we continue to be proud to be part of this wonderful community.

Spencer Casey
Business & Strategic Manager

The Probus Surgery doors are open from 08.00am - 6.30 pm and our telephone lines 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:
probussurgery.co.uk

Practice Stats:

Current number of registered patients
= 9217

Incoming calls answered = 22, 449

Appointments = 16, 425
(9,760 face-to-face)

Patients seen on the same day = 5671

Non-attenders: 695

Home visits = 43

Prescriptions raised = 20, 226

Items dispensed = 41, 216

**These figures are for
March - May 2022**



support our veteran patients. Whilst we are currently without a Social Prescriber, our new Care Coordinator Rebecca can work with any veteran patients wishing to access this support. In February we registered with the Breastfeeding Network as a Breastfeeding Friendly Practice, pledging our commitment to ensure patients visiting the practice feel supported to feed their baby during their visit. The reception area has a privacy screen for those who prefer to use it, which is located next to the baby weighing scales. During February, a number of staff members completed Domestic Abuse training to better adapt the practice to support patients coming forward with circumstances of domestic abuse. A pathway was introduced to help receptionists safely triage conversations where domestic abuse has been highlighted and guide them to provide the appropriate care for our patients. Since then, many patients have come forward and been supported by our Care Coordinator to access specialist support services who can help.

In March this year, the practice and local community came together to collect donations of medicines, bandages and blankets which were delivered to the Ukrainian Embassy to help support the people of Ukraine. Staff were overwhelmed by the local support and high volume of donations that were left at the surgery in such a short space of time (photo on the right). In April we launched our new website which has seen a complete overhaul with updated information on our services, local services, and self-help options for patients to make informed decisions and manage their healthcare. The website has also increased options for patients to request specific services such as requesting a routine appointment, sick/fit notes, prescription requests, and administration queries.

Over the last few months our Communications Lead has been working towards re-introducing



our Patient Participation Group following the breakdown of the previously established group around the start of the pandemic. Patients were invited to register their interest to join either the face-to-face or virtual group, and following a selection process, our first face-to-face group meeting took place at the start of July. This meeting provided a very positive start for the newly established PPG and suggests a future of a mutually beneficial relationship between patients and the practice to discuss service delivery, plans for the future, and patient feedback. Anyone who would like to be considered for the waiting list for the face-to-face group, or to join the virtual group and mailing list to receive meeting minutes and

resources can do so by completing this form: <https://forms.office.com/r/BxvZFRQ1pH> (also available by scanning the above QR code with a smart phone device).

Since July Cornwall Fire & Rescue Service have started working in partnership with Probus GP Surgery to offer free Home Safety Visits. 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. 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 to arrange a visit and please be reassured that all members of staff wear uniform and carry the appropriate ID.

What a year we have had so far at Probus Surgery!

By that start of 2022 the national covid vaccination programme was well underway with Spring Boosters available for those eligible. Life has started to resemble a new normality for us all with lockdowns and social restrictions becoming a more distance memory. The impact of the pandemic is still very present amongst our practice workforce with staff required to test twice weekly and isolate when positive. This has had a knock-on effect on the delivery of our service and response times. We would like to extend a sincere thank-you to all of our patients who have remained patient and kind throughout these difficulties and an official apology to all of our patients affected in some way by this.

Following the practices accreditation as an Armed Forces veteran friendly practice in November last year, the practice has continued to work with Active Plus to

support our veteran patients. Whilst we are currently without a Social Prescriber, our new Care Coordinator Rebecca can work with any veteran patients wishing to access this support. In February we registered with the Breastfeeding Network as a Breastfeeding Friendly Practice, pledging our commitment to ensure patients visiting the practice feel supported to feed their baby during their visit. The reception area has a privacy screen for those who prefer to use it, which is



Our team have been dedicated to implementing improvement plans to allow the practice to meet patient needs and to communicate information more effectively. These plans are a work in progress and we really appreciate all of the support and engagement we have had both on social media, in-person and on the practice website. We believe that utilising the technologies and skills we have available to our team is the best way we can reach all of our patients and supply them with the best standard of healthcare possible. Thank you for bearing with us whilst the whole team has adapted to some of these changes.

Message from Dr Smithson:

I hope you are all enjoying the summer and having some well deserved relaxation time. Whilst thinking about the sun I wanted to use this opportunity to discuss some skin tips. Many of us have several moles and most of these are completely harmless. Here are some of the signs to look out for in moles:

1. Itching and changing in sensation
2. Bleeding
3. Getting larger or more raised
4. Changing colour, multiple colours or getting darker
5. A mole that looks different to the others or unusual to you

Moles can change with time and often this is harmless but if you have any concerns or notice any of the above please feel free to send photos in via our footfall on the website and if we feel necessary we can arrange an appointment for your mole to be checked.

As much as we love to see the sun and get our vitamin D, remember the sun can be detrimental on the skin. Aside from increasing your risk of skin cancers it can age the skin, increasing wrinkles and causing pigmentation spots and actinic keratosis (bits of crusty sun damage skin often seen on the face and scalp). To get the right balance remember when outdoors to use a high factor cream on the face and scalp as well as the rest of the body and you can still get damage on cloudy days and in England! If you do get sunburn as well as applying after sun

remember to drink extra water as it will draw fluid to the skin surface and away from the rest of the body causing dehydration and leading to the horrible achiness and fatigue.

Finally remember to moisturise all year round. A good emollient helps to strengthen the skins barrier and reduce dryness, eczema, chances of leg ulcers and soothe any itchiness.

Get to know our newer staff members:

Dr Chris Ireland

Dr Chris Ireland qualified at St George's Medical School, London. With a keen interest in sports medicine from early in his career, he pursued electives in trauma surgery in New York, junior doctor training through orthopaedics and emergency medicine before studying Sports and Exercise Medicine at the University of Wales alongside his local GP training.

As well as working part-time at Probus, he currently practices in the NHS Musculoskeletal Interface Service and works as an Associate for the National Institute of Health Research. He has a specialist interest in musculoskeletal injuries and their non-surgical management. Dr Ireland is available to see patients on Mondays and Thursdays.

Dr Lavanya Muthaiyan

Dr Muthaiyan is originally from Chennai, India. She moved to Cornwall in 2004 and worked with many specialities at Royal Cornwall Hospital Treliske from 2005. She has a special interest in respiratory medicine and gained 2 years' experience as a respiratory registrar before she completed her GP training. Dr Muthaiyan enjoys spending time with her two lovely children. She also enjoys Indian cooking and cleaning. Dr Muthaiyan is available to see patients on Mondays, Wednesdays, and Fridays.

Rebecca Rowe - Care Coordinator

Rebecca joined the team in January and has been steadily building her caseload to provide support and a sign-posting service to patients who have been identified by the team as vulnerable or require further support that Primary Care has traditionally been unable to offer.

Rebecca works closely with our Safeguarding Lead, to help protect patients in some of the most vulnerable times of their lives. Rebecca does this by coordinating with other services such as Housing, Social Care, Care Homes, First Light (Domestic Abuse Service), and Mental Health services. Rebecca is also involved in the coordination of End of Life and palliative patients alongside other community services. Rebecca's role is to support patients to manage their healthcare and empower them to make positive changes and to aid initial contact with the appropriate specialist services.

Emily Poulter - Communications Lead

Emily started at the Practice as a medical secretary in 2021. In December Emily moved across to focus on Communications work within the practice. Some of the projects Emily has worked on so far includes reintroducing the patient newsletter, carrying out improvement works to the new practice website, it's Facebook page, and introducing a staff bulletin and mental health at work initiative. Emily is also the first point of contact for patient feedback.



Dr Murthy & Dr Smithson during a Covid Vaccine Clinic at Probus

In the dispensary at Probus it has been a very busy period, we have taken on 2 new members of staff who are very enthusiastic additions to the team and there has been a change to one of our ordering systems.

In June we dispensed 18,000 items which is a record number of prescription items for Probus dispensary. We usually dispense 14000-15000 prescription items per month.

We have had disruptions with our medication deliveries due to the driver's staff sickness and the recent heatwave. We are also looking into new wholesaler options to try to improve our supply of medication to our patients. As a team we thank you for being patient with us throughout this unprecedented busy period at probus surgery.

Jenna, Dispensary Team Lead

Patient notice for requesting repeat prescriptions:

The previous process of requesting repeat prescriptions by email to prescriptions.probusurgery@nhs.net is no longer in place. Anyone who has tried to use this method in the last month or so will have received an automatic response explaining the new method of using our website to submit a secure contact form.

This will help to streamline processes and aid Dispensary staff to deal with requests and queries more efficiently.

Alternatively, requests can be sent using the NHS App or by handing in the repeat slip or written request.

FREE DELIVERY SERVICE

Prescription deliveries are made to the following locations on weekdays:

- 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.

In addition, a delivery service is available for patients who are housebound. For more information regarding this service please contact the dispensary.

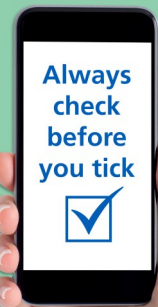


Don't assume you're entitled to free prescriptions

If you claim free prescriptions when you're not entitled, even by mistake, you could face a penalty charge of up to £100.

Search "check before you tick" for our online eligibility checker or ask your pharmacy team for more information.

nhs.uk/checkbeforeyououtick



NHS

Pharmacy	GP Dispensary
Has an onsite Pharmacist who is responsible for the running of the pharmacy	The GPs are responsible for the running of the dispensary but are not physically in there
Any NHS prescription can be dispensed	Only patients from the surgery who do not live within a mile of a pharmacy can get their NHS prescriptions dispensed
The pharmacist can give advice on minor ailments and medication queries	Quicker access to the GPs to resolve any prescription queries e.g. alternatives for out of stock items, queries around doses
Certain medication can be purchased	What is the difference between a pharmacy and a GP dispensary? Carla, one of our Clinical Pharmacists who works alongside our on-call acute care team has produced this table to explain the core differences between a pharmacy and GP dispensary.
The pharmacist can supply some medications that would normally require a prescription for certain conditions	
The pharmacist can give an emergency supply of medication if someone has run out/lost their regular medication and is unable to get a prescription from the GP	

In the last 12 months, the NHS in Cornwall and the Isles of Scilly spent over **£790,000** on prescriptions for paracetamol. This is the equivalent of:



Only request a prescription for paracetamol if you really have to. It can cost as little as 19p from the shops.

Repeat Prescriptions:

Please note: requests for repeat medication cannot be taken over the telephone.

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.

As of the 1st April 2021 prescription charges are £9.35 per item.

Dispensary telephone line

(01726 882745, Option 2)

is available on working days between 8.30am-11am & 3pm-6pm to answer queries or concerns regarding your prescription.

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.

There are three ways to get in touch with us.

It's no secret that GP surgeries have been busier than ever. That's why there are now more ways to get in touch with us. You can:

- Use an online form on the website at probussurgery.co.uk/online-requests/. It's convenient and 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.

Please remember, when visiting the surgery, you still need to wear a face covering and maintain social distancing to protect vulnerable patients from Coronavirus infection.

Getting back to you

No matter how you get in touch, you'll get the help that's right for you.

We may:

- Arrange a phone consultation in the first instance
- Book a face-to-face appointment for you
- Send you a text message, for example, asking for a photograph (where appropriate)
- Refer you to another service who are better equipped to help

However we respond, you can rest assured that we're looking after your needs in the best way available to us.

Parents, carers and young people

If you are a parent or carer, you can use our online form for your children or those you care for.

Help us, help you

When requesting care, whether online, by phone or in person, it helps us if you explain what's wrong. This ensures you get the care you need at the right time from the right person – for example, from the doctor or nurse who normally treats you. It also helps our medical team to prioritise those who need care most.

If you prefer not to say – for example, when talking to our reception team – they will always respect your privacy. However,

it's an important part of their job to ask, so thank you for your support with this.

Please also tell us if:

- You would prefer us to talk with you by phone, or face-to-face, and your reasons for this
- You need to speak to a particular person because they have treated you before
- There are certain times of day when you can't talk, for example you are at work, at school or college
- You need English to be interpreted, you need help from another person at your appointment, or if you have other communications needs

We will do our best to meet your needs in the way you would like, but please bear in mind that if you are unwell, our priority will be to ensure you receive care quickly.

Help from your local pharmacy team

Your local community pharmacist and their team can help and support with minor illnesses. As dedicated, qualified health professionals, and experts in medicines, they can offer clinical advice, consultations and over the counter medicines to help safely manage a wide range of minor health concerns. Many pharmacies also offer a range of new NHS clinical services including blood pressure testing. You can find your nearest community pharmacy on the NHS website at www.nhs.uk/service-search/pharmacy/find-a-pharmacy

For urgent medical help

If you have an urgent medical problem and you're not sure what to do, NHS 111 can help.

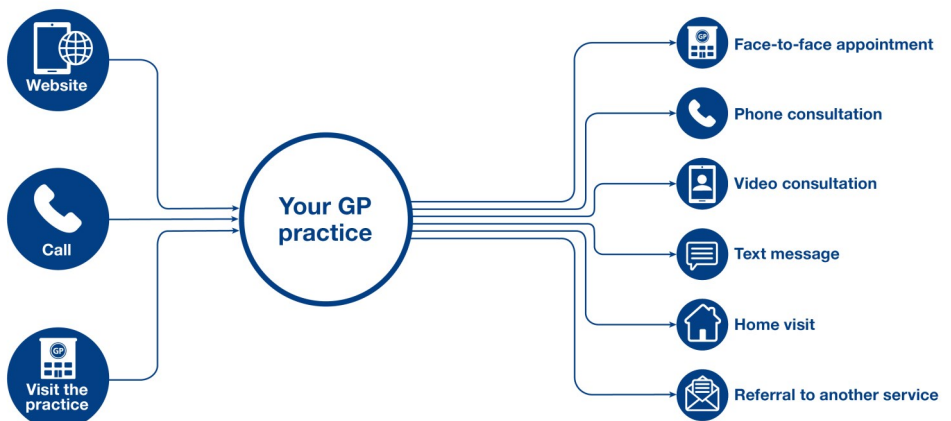
Call or go online, 111.nhs.uk.

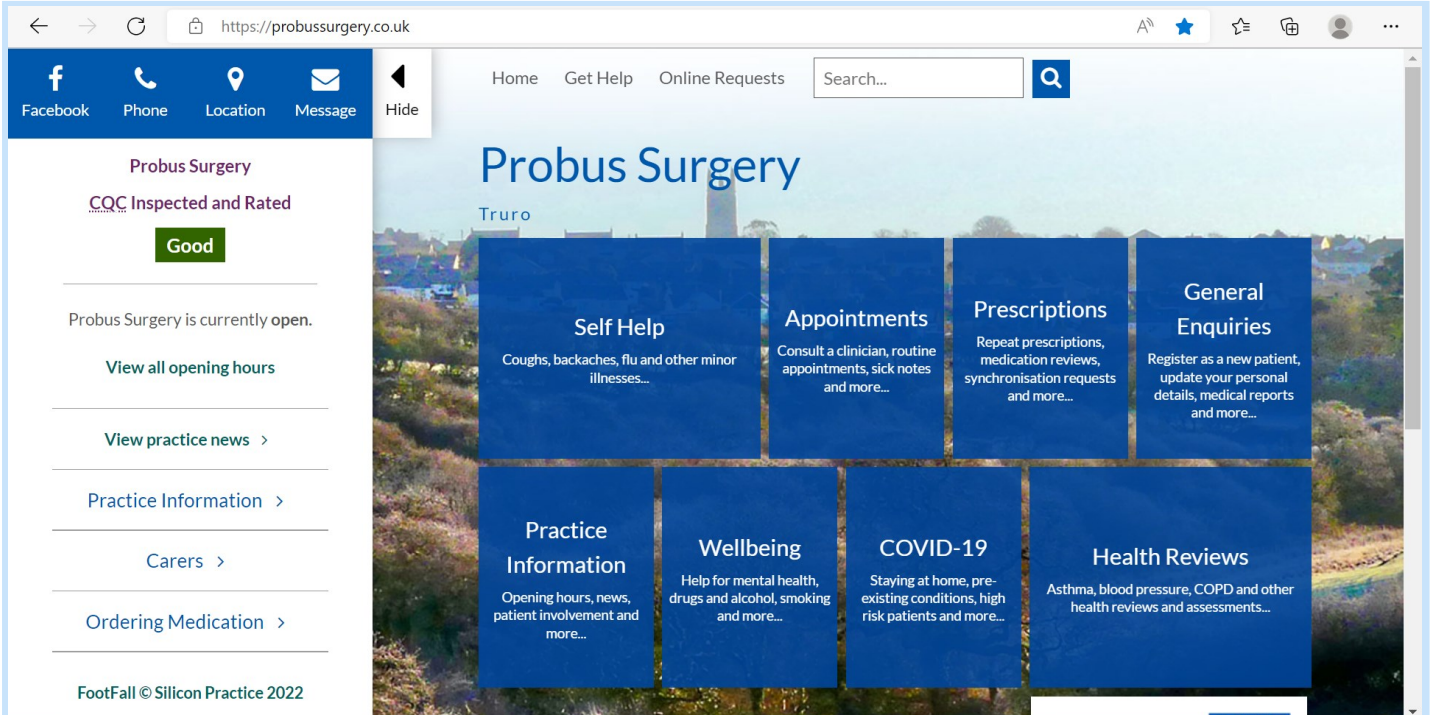
For life-threatening emergencies, dial 999.

Talk to us

If you would like any further information, please speak to us next time you're in touch.

Contacting your GP practice





For patients who are unfamiliar with our new website, the above image is what it looks like. For a video demonstration of how to navigate the website, please use the following link [Patient Video \(Evolution\) - YouTube](#) or search “Patient video (Evolution) - Footfall” On YouTube.

The Practice Information section on the left-hand side bar provides details various details about the Practice including clinics and services, prescriptions, the practice boundary, and details about the teams. Back at the Home page, the Self-Help section provides information for how to self-treat common minor ailments at home, as well as details of local pharmacies and minor injury units. The Appointments and Prescriptions sections provide information

regarding what services are available at the Practice and how to request them. General Enquiries section provides various details for how to register or update your details with the Practice. The Wellbeing section provides various links to local specialist services. The Covid-19 section provides up-to-date information and advise for patients with pre-existing conditions and those at high-risk. Finally, a selection of Health Reviews are available to complete on the website.

We’re really proud of the vast improvements made from our previous website and hope that the new design provides more efficient access and support for our patients.

The following are some of the secure online contact forms available to complete on our website:

- Register for online services
- Get help for any health problem
- Ask Reception a Question
- Contact the Practice
- Feedback
- Prescription Question
- Cancel an appointment
- Repeat Prescription Request
- Test Results Request
- Medical Report Request
- Sick / Fit Note Requests
- Track/Request a Referral
- New Patient Registration
- Change Personal Details
- Summary Care Record Opt Out
- Register a Carer

The advertisement features three individuals: a woman in a blue coat holding a tablet, a man in a blue shirt talking on a mobile phone, and a woman in a blue shirt wearing a face mask. The text reads: "There are three ways to get in touch with us at your surgery." The NHS logo is in the top right, and the slogan "Your health matters Help us help you" is in the bottom right.

The advertisement has a dark blue background with a green speech bubble containing the text "Have you got the NHS App?". Below this, it says "Simplify your life. Download the NHS App 😊". There are icons for downloading the app from the App Store and Google Play, and the NHS App logo.

The free NHS app is a secure way for people to access NHS services. It lets you share your COVID-19 status, order repeat prescriptions, access 111 online, book appointments at your GP surgery, and access a range of NHS services.

Probus Surgical Centre are entering an exciting and very busy time planning for our new theatres', our own reception area and more consulting rooms in our brand-new building expansion. The new theatres will enhance our basket of procedures we offer at the Surgical Centre, and continue with reducing our waiting lists.

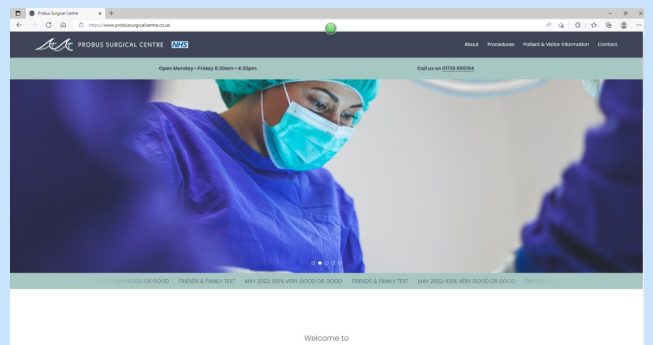
The collaborative working relationship with The Royal Cornwall Hospital continues to provide Urology and Occuloplastic and Dental procedures at the Surgical Centre in Probus, and we continue to provide Urology, General Surgery and Orthopaedic procedures at our additional location in Penzance. I am also working on starting back up at in Liskeard Community hospital. Which would mean that we are operating centrally and, in the East, and West of Cornwall, providing care closer to patient's home.

We are entering a time of NHS adaptation and change with the new Integrated Care System (ICS) that has taken over from the Kernow Clinical Commissioning Group. Though we do not expect much change to the Surgical Centre, we are looking forward to working with the ICS.

Our Surgical Centre website has recently been updated, and welcome you to have a look and let us know what you think. You can visit this at www.probusurgicalcentre.co.uk. The website provides information on what procedures we offer, patient and visitor information and about our surgeons and staff who work for us.

We endeavour to provide the highest quality service possible and our ethos is to give you, our patients, an extraordinary experience when you choose to come here for your surgical procedure. We regularly 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.

Kim Prowse, Surgical Manager



Cornwall Medical Group (CMG) is an organic progression of Probus Surgical Centre who have been providing specialist day case NHS procedures since 1995. CMG has created a tailored patient experience for the South West with some of the top national and local consultants and surgeons, with the aim of offering an exemplary experience. Our two clinics are based here at Probus and at St Clare's Medical Centre in Penzance. CMG provides surgical, medical and bespoke procedures without the need to leave the county. CMG believes that the residents of Cornwall should have access to the latest innovative procedures without the need to travel or pay for Harley Street prices. We are extremely proud of our CMG business and would like to stress that this service does not in any way interfere or dilute the GP or Surgical service we currently provide. However, it does increase the sustainability of our NHS services and allows us to invest in our traditional services with better technology, equipment and increased staffing levels. 0% finance options are also available making the services accessible and affordable.

Please check out our website at www.cornwallmedicalgroup.com

Minor Surgery

Cyst Removal * Mole Removal *
Warts & Verruca * Hernia Repair
Vasectomy * Circumcision

PROBUS SURGICAL CENTRE

Sports/Injury Rehabilitation

PRP Therapy * Vitamin Injections * Cortisone
Injections

PROBUS SURGICAL CENTRE
To improve the health and wellbeing of the lives of those we care for

Medicated Weight Management

Prescription only weight-loss treatment
FDA approved drug
Tailored packages * GP & Dietician support

PROBUS SURGICAL CENTRE
To improve the health and wellbeing of the lives of those we care for

Living with Covid-19: There are 5 things you can do to help yourself and those around you:

1. Get vaccinated to reduce your risk of becoming seriously ill and to protect others.
2. Wear a face covering in crowded and enclosed places.
3. Let in fresh air when you meet others indoors, especially if they're at high risk from Covid-19.
4. Wash your hands regularly for at least 20 seconds.
5. Stay at home and get tested if you have symptoms.

Probus Surgery is no longer facilitating covid vaccinations. All patients can check details of their eligibility, and can book vaccination appointments on the website

www.nhs.uk/conditions/coronavirus-covid-19/ or by calling 119

Vomiting and diarrhoea: If presenting mildly D&V can be managed at home without medical help. For more information on how to manage the symptoms and when to seek more help visit,

www.nhs.uk/conditions/diarrhoea-and-vomiting

Cervical cancer screening: In February the national Cervical Screening Campaign was launched, to highlight the benefits of cervical screening. The campaign encourages those eligible for screening - women and people with a cervix aged 25-64 - to respond to their cervical screening invitation letters and to book an appointment at their GP practice if they missed their last one. Two women die every day from cervical cancer in England. Yet it is one of the most preventable cancers and getting screened can help stop it before it starts. Screening checks for certain types of the HPV

virus that can cause cell changes to your cervix. Cell changes are easily treated and this prevents cervical cancer. For more information, visit

www.nhs.uk/cervicalscreening

Heart attack or cardiac arrest? Would you know the difference between a heart attack and cardiac arrest?

Know what to do in these emergencies and help spread the word. <https://www.nhs.uk/conditions/first-aid/cpr/>

Prostate cancer: Symptoms of prostate cancer do not usually appear until the prostate is large enough to affect the tube that carries urine from the bladder out of the penis (urethra). For more information on symptoms, tests and treatments, visit

www.nhs.uk/conditions/prostate-cancer

Signs of cancer: It's important to be aware of any new or worrying symptoms. Although it's unlikely to be cancer, it's important to speak to a GP so they can investigate.

Finding cancer early means it is easier to treat. For more information, visit

www.nhs.uk/conditions/cancer/symptoms/

NHS

Book cervical screening!

Don't ignore your cervical screening invite

Book an appointment with your GP practice now.

Screening saves lives. Help us help you

NHS

Vomiting and diarrhoea?

Stay hydrated

Prevent spread

Take paracetamol if needed

Stay at home until 2 days after symptoms stop

There's no specific cure for stomach bugs like **norovirus**. Treat yourself at home while the virus runs its course.

Heart attack **NHS**

Call 999

The person will usually be **conscious** and may experience symptoms including chest pain, dizziness, and shortness of breath.

If you think someone is having a heart attack, call 999 immediately.

Cardiac arrest

Call 999

The person will be **unconscious** and not breathing, or not breathing normally. The faster you act, the better their chances of survival.

Call 999 and start CPR immediately.

Prostate cancer is the most common cancer in men

Check your risk in 30 seconds

PROSTATE CANCER UK

Men, we are with you

In partnership with **NHS**

NHS

If you're unsure, make sure.

Contact your GP if you think you may have signs of cancer.

NHS

"I'm doing it for me"

Book your cervical screening appointment

Trans men and non-binary people aged 25-64 are eligible for cervical screening if they have a cervix.

Screening saves lives. Help us help you

Alzheimer's Disease: is the most common cause of dementia in the UK. Dementia is the name for a group of symptoms associated with an ongoing decline of brain functioning. It can affect memory, thinking skills and other mental abilities. For mor information on signs and symptoms, getting a diagnosis, treatments and outlook, view www.nhs.uk/conditions/alzheimers-disease/

and living with bowel cancer, can be viewed at www.nhs.uk/conditions/bowel-cancer/

Lung cancer: is one of the most common and serious types of cancer. Around 47,000 people are diagnosed with the condition every year in the UK. For more information on symptoms, types of lung cancer, treating lung cancer, and outlook can be viewed at www.nhs.uk/conditions/lung-cancer/

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



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

Bowel cancer: is a general term for cancer that begins in the large bowel. Depending on where the cancer starts, bowel cancer is sometimes called colon or rectal cancer. Bowel cancer is one of the most common types of cancer diagnosed in the UK. Most people diagnosed with it are over the age of 60. For more information on symptoms, when to seek medical advice, causes, screening, treatment

What are the signs and symptoms of lung cancer?



	A cough that isn't COVID-19, that lasts for 3 weeks or more		An ache or pain when breathing or coughing
	A long-standing cough that gets worse		Persistent breathlessness
	Chest infections that keep coming back		Persistent tiredness or lack of energy
	Coughing up blood		Loss of appetite or unexplained weight loss

! See a GP if you're experiencing any of these symptoms

Bowel cancer



The three main symptoms of bowel cancer are:



Blood in your poo for no obvious reason



Persistent change in your bowel habit, including more frequent runnier poos



Tummy pain or bloating, brought on by eating



Other health problems can cause similar symptoms – but it's important to get them checked by a GP if you have any of these symptoms for 3 weeks or more.

Skin cancer: is one of the most common cancers in the world. Non-melanoma skin cancer refers to a group of cancers that slowly develop in the upper layers of the skin. Melanoma is a type of skin cancer that can spread to other organs in the body. For more information about these types of cancer, signs and symptoms, causes, diagnosis, treatment and prevention can be viewed at the following sites:

www.nhs.uk/conditions/non-melanoma-skin-cancer/
www.nhs.uk/conditions/melanoma-skin-cancer/

SKIN

CANCER

CAN

AFFECT

ANYONE

When stroke strikes, act F.A.S.T.



Face

Has it fallen on one side?



Arms

Can they raise them?



Speech

Is it slurred?



Time

It's time to call 999

Stroke: A stroke is a serious life-threatening medical condition that happens when the blood supply to part of the brain is cut off. Strokes are a medical emergency and urgent treatment is essential. The sooner a person receives treatment for a stroke, the less damage is likely to happen. If you suspect that you or someone else is having a stroke, phone 999 immediately and ask for an ambulance. For more information, visit www.nhs.uk/conditions/stroke/

We are here to support you.

Safer Futures - Cornwall Domestic Abuse & Sexual Violence Service

0300 777 4777

Devon and Cornwall Independent Sexual Violence Advisors (ISVA)

03458 121212

Plymouth Counselling and Therapy

03458 121212

Swindon and Wiltshire Sexual Assault Referral Centre (SARC)

01793 781916



FIRST LIGHT

Domestic Abuse and Sexual Violence Support for All

First Light: Safer Futures provides individuals with advice and support to become safe and to recover from the effects of domestic abuse and sexual violence.

Brook Cornwall operates a free and confidential service for people of all ages in Cornwall and the Isles of Scilly, offering STI testing and treatment, contraception (including long-acting and emergency), pregnancy testing, and specialist young people's services.

Devon and Cornwall SARC provides help and support after rape or sexual assault for people in Devon, Cornwall and the Isles of Scilly. They do this through their sexual assault referral centres in **Exeter, Plymouth and Truro**. They offer medical assistance, forensic assessment, guidance, support and access to an Independent Sexual Violence Advisor (ISVA) through a single point of contact at **0300 3034626** or by filling in a **short referral form**. All of their staff are specially trained to support people who have been sexually assaulted.

111: You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
 - you think you need to go to A&E or need another NHS urgent care service
 - you don't know who to call or you don't have a GP to call
 - you need health information or reassurance about what to do next
- For less urgent health needs, contact your GP or local pharmacist in the usual way.

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**.



sexualhealthcornwall.co.uk
0300 303 0714

**Turn to us
We are here**

Go to:
[nhs.uk/SARCs](https://www.nhs.uk/SARCs)



NHS

Choose Well



Royal Cornwall Hospitals
NHS Trust



Self-care

Hangover. Cough. Cold. Sore throat. Grazes. Small cuts.

A well-stocked medicine cabinet of over-the-counter medicines can treat mild, short term illnesses and complaints.



Pharmacy

Rashes. Diarrhoea. Earache. Conjunctivitis. Cystitis.

Pharmacists can advise you on common conditions and help with prescriptions.

Most pharmacies have a private consultation room where you can discuss issues without an appointment.



GP

Arthritis. Asthma. Back pain. Vomiting. Stomache ache.

The GP is the best place for long term illnesses that aren't life-threatening.

They can assess you, give advice, prescribe medication or refer to a specialist, if necessary.



Minor Injury Unit or Urgent Care Centre

Sprains. Strains. Broken bones. Minor head injuries. Minor scalds and burns

If your injury is not serious or life-threatening, use NHS 111 to get the most appropriate and quickest care.



Emergency Department

Breathing difficulties. Chest pain. Heart attack. Severe bleeding. Stroke. Loss of consciousness.

If someone is seriously ill or injured and their life is at risk, call 999 straight away.

111



[111.nhs.uk](https://www.111.nhs.uk)



Call 111

www.kernowccg.nhs.uk/get-info/choose-well

Together for Families: Operate the Health Visiting service in Cornwall. Find out more about the support they offer by viewing this link: www.cornwall.gov.uk/health-and-social-care/childrens-services/health-visiting-and-school-nursing/

HANDi Paediatric App: gives up to date advice about common childhood illnesses and how to treat them. The app is available to download for free onto any Apple or Android smartphone or tablet.

Understanding Dementia Better: is free online training for family and friends supporting someone with dementia. This informal session is practical, offering strategies, hints, tips and guidance. To find out more view: dementiaadventure.co.uk

Cancer Care Map: is an online resource to help people living with cancer find care and support services in their local area, anywhere in the UK. People with cancer, their friends and family and healthcare professionals can search for any cancer-related service, free of charge. Visit www.cancermap.org

Quit Smoking Support: Use the free NHS Quit Smoking app to help you quit smoking and start breathing easier. The app allows you to:

- track your progress
- see how much you're saving
- get daily support

If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!

Diabetes & You: is a free online course for people newly diagnosed with type 2 diabetes. To find out more and sign up go to: www.healthycornwall.org.uk/training/diabetes-and-you/

NHS Weight Loss Support App: Download the free NHS Weight Loss Plan to help you start healthier eating habits, be more active, and start losing weight. The plan is broken down into 12 weeks so you can:

- set weight loss goals
 - use the BMI calculator to customise your plan
 - plan your meals
 - make healthier food choices
 - get more active and burn more calories
- record your activity and progress



Need instant advice when your child is ill?

Download the FREE HANDi Paediatric App and get expert advice for common childhood illnesses

Download the HANDi app

App Store | Google Play

Understanding Dementia Better

- ✓ Meet others like you
- ✓ Ask questions
- ✓ Get practical advice
- ✓ Learn from experts

dementiaadventure.co.uk/understanding-dementia-better

Of the people we talked to undergoing cancer treatment in the UK

1 in 3 are not aware of cancer support services.

cancermap.org

ALL FIGURES ARE FROM YOUGov PLC. TOTAL SAMPLE SIZE WAS 500 ADULTS WHO HAVE HAD CANCER, INCLUDING 156 WHO HAVE HAD CANCER AND WHO NEEDED ADDITIONAL SUPPORT. FIELDWORK WAS UNDERTAKEN BETWEEN 23/12/21-29/12/21. SURVEY CARRIED OUT ONLINE.

Quit smoking and breathe

Get free NHS support to quit smoking

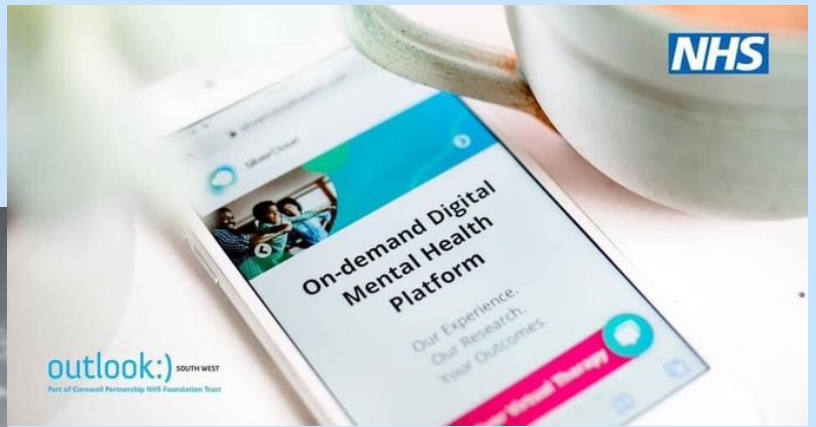
Diabetes & You

www.healthycornwall.org.uk

Lose weight, one healthy choice at a time

Download the app

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



Negative thinking...

Remember, thoughts are not facts. Don't believe everything you think.

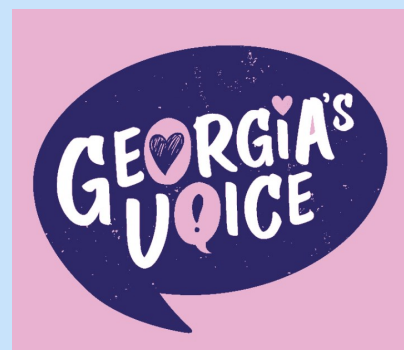
"WE SHOULD MAKE IT CLEAR THAT ASKING FOR HELP ISN'T A SIGN OF WEAKNESS. IT'S A SIGN OF STRENGTH"

Lets talk about it

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



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.



SilverCloud

Need a space for thinking and feeling better?

Get instant online self-help with SilverCloud.

Free programmes for managing stress, low mood and worry.



www.cornwallft.nhs.uk/silvercloud

Some ways to take 5 steps to wellbeing to help alleviate loneliness:

- 1 - Connect: Whether online with friends or family, or face-to-face for a coffee or a walk - try to make it regular occurrence to connect with others.
- 2 - Keep learning: Reading or listening to an audio book can alleviate loneliness. Try a new hobby e.g. crafting, knitting, making jewellery, painting or photography - you might even start to earn some extra money from your hobby!
- 3 - Join a club e.g. fishing, walking, running, gardening. It can be good for our physical health as well as a chance to meet new people.
- 4 - Volunteer for a local group to meet like-minded people and feel good about giving back.
- 5 - Take notice: of how you are feeling, practice self-care. Many of us experience feelings of loneliness in our lives.

Take notice of others too, do they appear lonely? Helping others to connect makes us feel better.



Free to call

24/7

It's okay not to be okay

If you need help with your own or someone else's mental health, call us for help and support.

Call 0800 038 5300

cornwallft.nhs.uk/mental-health-crisis-cornwall

Find information and support for your mental health.

Visit the Mental Health Hub

www.nhs.uk/mental-health



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

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

Are you recently bereaved and enjoy walking with others?



Walk Talk Kernow
step by step... together along the pathway of grief



'Walk Talk Kernow' is a bereavement support group run by Cornwall Hospice Care. Each event supports social connections with others who are also experiences grief while walking in nature throughout Cornwall.

Join us and allow nature to help guide you through the grieving process, step by step.

www.facebook.com/WalkTalkKernow

or call 01726 829874

We are here for you



COMMUNITY FOOD LARDER

PROBUS
PARISH
CHURCH



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.



Opening Times:

Monday
4-5

Wednesday
2:30-3:30

Friday
9-10

Saturday
9:30 – 10:30

Isolating or can't get out? Please email nochildgoeshungryprobus@gmail.com to find out about our delivered food parcels.

WHAT'S ON YOUR DOORSTEP?

- Learning something new
- Making new friends
- Being more active
- Local events
- Volunteering opportunities
- Coming together

Connecting you and your community for good mental health & wellbeing

cornwall-link@ageukcornwall.org.uk

call 01872 266383

A free, simple website for everyone

www.cornwall-link.co.uk



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.



**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**

WHAT DO HOME-START KERNOW DO?

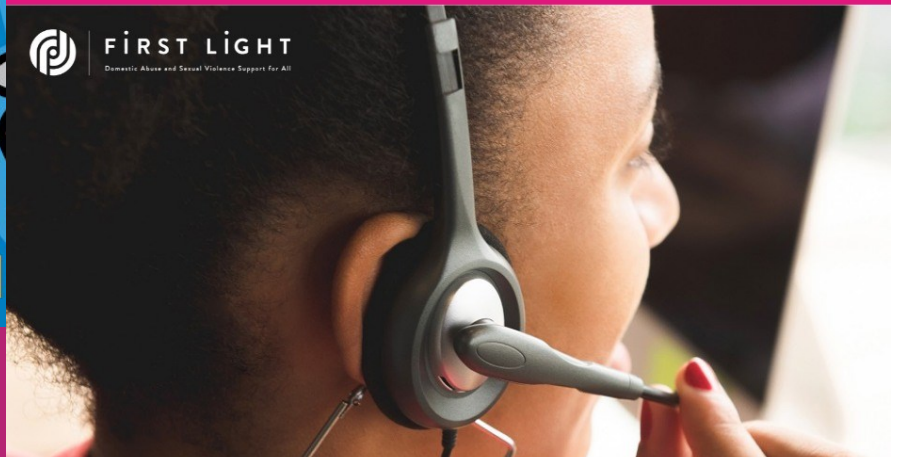
- ✓ Emotional support for struggling parents
- ✓ Offer practical support where needed
- ✓ Help reduce isolation by helping parents access groups
- ✓ Offer guidance and support for families with a child or parent with additional needs
- ✓ Assist in homes with multiple births (twins/triplets, etc)

Contact us today to find out more

homestartkernow.org.uk
01209 214490

TRURO FOODBANK New opening hours		
Mondays	Truro Methodist Church, TR1 1EP	3 - 5 pm
Tuesdays	Closed	
Wednesdays	Truro Methodist Church, TR1 1EP	10am - 12pm
Thursdays	Closed	
Fridays	All Saints Church, Hightown, TR1 3LD.	10am - 12pm

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



0300 777 4777

TAKE YOUR FIRST STEP TOWARDS A FUTURE FREE FROM ABUSE

**Worried
about
money?**

www.cornwall.gov.uk/moneyworries

**NHS Healthy Start
scheme is going digital,
with the same eligibility
criteria as before**



To see if you're eligible
for Healthy Start visit:
www.healthystart.nhs.uk



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.

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