

PROBUS SURGERY

& PROBUS SURGICAL CENTRE

PATIENT NEWSLETTER

WINTER 2021

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

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A message from Dr Rawlins Murthy (Managing Partner)

We are finally reaching the end of what has been a very challenging and unprecedented year. When we welcomed in 2020 back in January no one could have foreseen the events and turbulent times we were to face. Thank goodness there is now hope for the future with vaccinations .

I am proud that we managed to weather the challenge of lockdowns and social distancing to maintain our vital work at Probus Surgery and Probus Surgical Centre. I am so grateful to all our wonderful staff, patients and volunteers who have helped us keep the work going – thank you so much for your support!

So as we look forward to the end of this tumultuous year, I would like to finish by wishing you a very happy, healthy and safe Christmas. Let us hope that 2022 will bring relief, joy and lots more triumphs in our plight to ensure the safety of all our patients and staff .

The Probus Surgery doors are open from 08.00am - 6.30 pm Monday to Friday (except Bank Holidays).
The Surgery telephone lines (01726 882745) are open to receive calls from 08.30 am until 6.00 pm Monday to Friday (except Bank Holidays).

For general enquiries email us at enquiries.probusurgery@nhs.net



Check our Facebook page for regular updates

www.facebook.com/probusurgerycornwall

website: www.probusurgery.co.uk

We've been working hard to ensure we can carry on seeing patients who need our care safely. Here are some figures from this summer to show you the caring service we have provided and will endeavor to continue ...

Data collected from August to October 2021:

Registered patients = 9,203

Incoming calls answered = 6,455

Telephone consultations = 1,625

Face to face appointments = 8,588

Sick notes = 144

Home visits = 22

Prescriptions raised = 22, 457

Items dispensed = 47, 540

Why are GPs needing to work differently?

GPs, their teams, and patients have faced an extremely challenging time during the COVID-19 pandemic. Despite lockdown measures lifting **the pandemic is still not over**. Face-to-face contact has been limited across all NHS services to protect you and keep you safe from the risk of infection.

We want to be honest with you. General practice will continue to struggle to meet the growing needs of patients. This isn't the way we want it to be, but practices are open, and we are here for you when you need us.

Why are things different?

To keep you and everyone else safe appointments are being triaged. This helps give you the type of appointment you need:

- To be seen in person
- A phone consultation
- A video consultation
- Help from your local pharmacy

If you need to be seen face-to-face you will be.



Why am I seeing someone who is not my GP?

Not everyone needs to see a GP. Many practices now offer appointments with other healthcare professionals, including nurses, pharmacists, physiotherapists, physician assistants, mental health workers and paramedics. This ensures you see the right person for your condition as quickly as possible.



Why do receptionists ask such personal questions?

Receptionists are a vital part of the practice team. Their questions are to ensure that you are seen by the right person at the right time, and all answers are kept confidential.



Where else can I get help?

Visit www.nhs.uk for advice on how to treat common symptoms or contact www.111.nhs.uk or dial 111 to speak to someone who can help.

In a life-threatening emergency always call 999.



Your GP surgery needs your support, so it can be there to support you.

We can't meet this challenge alone. General practice desperately needs help from the Government.

Visit www.bma.org.uk/supportyoursurgery to find out more

Probus Surgery is now a Veteran Accredited GP Surgery



On Remembrance Day Debbie Barnicoat and Spencer Casey (our Practice Manager and Business Strategic Manager) welcomed Andy Craze and Marc Walsh from Veterans Active Plus. Andy and Marc joined the surgery on their two minutes silence to remember those who served.

Active Plus was established in 2011, is a Community Interest Company that uses the skills, experience and expertise of injured and retired military veterans to deliver unique programmes that build confidence, improve motivation, generate a sense of belonging and self worth; helping people to unlock and fulfil their potential.

Probus Surgery will be working with Active Plus and our new Social Prescriber to support our Veterans.



For more information please visit: www.activeplus.org.uk/veterans/

Or search @ActivePlusVIP on Facebook.

The app "Veterans Gateway App" is available to download on smartphones.

A message from Business & Strategic Manager

Spencer Casey

Another difficult year has passed. A year where many people have faced hardship and suffered loss. We as a organisation have also found it tough but we have tried to continue to improve our service and meet the needs of our patients. We have been proud to have played a huge role in the COVID vaccination programme which we have done in addition to our normal services. The Surgical Centre have played a huge part in helping the difficulties that RCHT have had and are now doing more operations than ever before in order to ensure that patients are getting the operations they require. There has also been a lot of news reports around patient access and face to face appointments. The NHS and the Government have demanded that practices are seeing a certain percentage of patients face to face and that our figures by April 2022 exceed pre-pandemic figures where possible. We are proud at our practice to say that we currently deliver 73% of our appointments face to face, in comparison with the 30% or below figure that was reported in the Daily Mirror as the current national average. We have seen 42,288 patients face to face in the past 12 months which exceeds our pre-pandemic figures. However, we want to do more and will be striving to improve the accessibility for you our patients to the practice and surgical centre.

We have a new phone system being implemented this month that will increase the number of phone lines from 7 to 51. We will also bring in methods over the coming year to continually improve the patient experience and make it easier for you as a patient to receive the healthcare help you need and in a timely manner. We will also be restarting a face to face PPG (Patient Participation Group) so that we are able to listen to your feedback and implement changes and improvements you feel are required. We also hope to hear some more of the praise that many of you having given us for the things we do well. In tough times you have no idea how much we appreciate it and it makes a real difference to the whole team, so thank-you. I would just like to finally assure you that you the patient is what matters to us. We will really be focussing on the patient journey in the next 12 months and I hope you will all see how much we care and how much we want to help you when you need it.

On behalf of the Partners, Management Team and our wonderful staff at Probus Surgery, Probus Surgical Centre and Cornwall Medical Group, Merry Christmas and Happy New Year.



A message from Dr Kayleigh Smithson

"I would like to wish all patients a merry Christmas and happy New Year!"

Dr Smithson will be participating in her annual Christmas Day charity swim in the sea.

**Wishing a happy and healthy retirement to our
Practice Manager
Debbie Barnicoat**



On December 23rd we will sadly be saying goodbye to Debbie our wonderful Practice Manager. Debbie has been Practice Manager for 11 Years and with the practice for 22 years. She has been an integral part of the GP Practice and it will be a very sad day when she parts from the Probus family.

We wish her a very happy retirement.

**Welcome to our new Practice Manager
Emma Marjeram**



We also welcome our new Practice Manager Emma Marjeram. Emma joins us with a wealth of Primary Care experience and will be a huge asset to the team as we move forward. We wish her all the best in her new role. Its been a difficult year losing both Debbie Barnicoat from the GP Surgery and Debbie Way our Senior

Surgical Manager from the Surgical Centre through retirement. Both were instrumental in the business but we feel we are in a really positive place with Emma as Practice Manager and Kim Prowse as our Surgical Manager. The future looks very positive with these fantastic managers running the business.

FREE DELIVERY SERVICE

Regular repeat medication drops are made to the following locations on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays: Tregony (Post Office), Roseland Parc, Summercourt Surgery (Memorial Hall), Grampound Road (Shop), Ladock (Shop), Sticker (Londis) and Tresillian (Shop - Mary's Pasties), Probus Garage and Grampound Village Store. In addition, a delivery service is available for patients who are housebound and further information is available from the dispensary regarding this service.

**Welcome to Laura
our new Head Nurse**

We would like to welcome Laura Catchpole to our team. Laura comes with a wealth of experience and will be a huge asset to the team. Laura is one of the kindest and most empathetic people I have ever met and I am sure she will be loved by our patients and staff alike. We wish her all the best in her new role.

DISPENSARY

You can order repeat prescriptions via the NHS App or other online services provided by your pharmacy or surgery.

Dispensary can now send out a text message to patients once their medication is ready to collect or be delivered to their chosen drop off points.

In order to use this service please make sure your contact details are up to date and that you have given your permission for us to contact you.

**Community pharmacy
minor ailment scheme**



Some pharmacies run a minor ailment scheme that deals with specific common health problems. Please ask pharmacy staff for more information.

- Cystitis (women aged 16 to 65)
- Impetigo (a skin condition)
- Insect bites
- Mild skin conditions

Prescription charges will apply. If you're exempt from prescription charges, you won't pay for the medicine.



Dispensary telephone line is open from 8.30am until 11am, and between 3pm and 6pm (except Bank Holidays) to answer any queries or concerns you have regarding your medication.

01726 882745 and select Option 1

Requests for repeat medication cannot be taken over the telephone.

Please note that you must allow a minimum of 5 full working days (not including weekends or Bank Holidays) to process repeat prescriptions.

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.

A message from Dr Guy Lin Clinical Director

The past year has been very busy in our surgical unit. With waiting lists at record high, we are pleased to have been in a privilege position to do our part in reducing some of the long waiters in different specialities especially cataract and hernia surgery. We continue to work collaboratively with our system partners, the Royal Cornwall Hospital and the Kernow Clinical Commissioning Group. There has been some challenging times too, in ensuring we have a strong workforce, working equipment and supplies of various surgical items. Our staff have been wonderful and I am proud of the excellent service we offer to our registered patients and beyond. I would like to thank everyone for their continued support.



Cornwall Medical Group



We are excited to announce the launch of Cornwall Medical Group on 1st December 2021, at Probus Surgical Centre.

Cornwall Medical Group is an organic progression of our hugely successful Probus Surgical Centre, renowned as the counties leading NHS and private surgical centre providing specialist day case procedures in a primary healthcare setting since 1995.

"Bringing the experts together in Cornwall"

After seeing exponential growth in 2021 for private treatments, we are excited to announce we are expanding our services to include medi-aesthetics and cosmetic surgery procedures.

As well as offering innovative Ophthalmic procedures, Hernia repairs and Male Sterilisation techniques privately at Probus, our Aesthetic treatments will include Botulinum Toxin for wrinkles and fine lines, and Hyaluronic Acid Dermal Fillers, and skin-boosters among other cosmetic procedures.

For more information please contact enquiries@cornwallmedicalgroup.com or visit www.cornwallmedicalgroup.com

Wrinkle Relaxing Treatments at Probus in December

On Wednesday December 8th at Probus Surgical Centre, Cornwall Medical Group will be hosting an evening of Botulinum Toxin treatments with Dr Badie George MB Bch

How does it work?

Anti-wrinkle injections are used to create a more youthful appearance by causing a temporary freezing of the treated facial muscles, lasting 3-5 months.. AT CMG we only use the top brands of Botulinum A toxin on the market, (e.g. BOTOX®, Dysport and Xeomin) to ensure the upmost safety and longevity of your treatment.

Based on your individual characteristics and what you would like to achieve areas which may be treated are: frown lines (forehead), between the eyes (brow furrows), the crow's feet or laughter lines (outer eyes), "bunny lines" (on the side of the nose), in the chin, neck lines (platysmal bands), smokers lines, gummy smile.

For more information please contact enquiries@cornwallmedicalgroup.com or call/WhatsApp 07740164518 to book your appointment.

(Introductory prices available * appointments start at 6pm Wednesday 8th December)

COVID-19

When you become eligible for your covid-19 vaccination booster you should be notified by text message.

If five months have passed since your last vaccination and you believe you are eligible for your booster, you can check online at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or call the surgery on **01726 882745** to find out and book an appointment.

Booster clinics are now available to book through Probus Surgery at the Merlin Centre and The Clays Practice in Roche.

HM Government NHS

If you are eligible...

The NHS will let you know when you can book your COVID-19 vaccine booster dose online

Book or manage a booster dose

Government Counter Fraud Function NHS

Beware of COVID Pass FRAUD

- ✓ The NHS COVID Pass is FREE
- ✗ The NHS will NEVER ask for payment or any financial details

HM Government NHS

If you are not feeling well and have COVID symptoms **self isolate and take a test**

HM Government NHS

The job keeps your teen's life on track.

The COVID-19 vaccine allows your teenager to continue with their normal routine and their education, keeping their lives on track. Encourage your 16-17 year old to book their job today.

For more information go to nhs.uk/CovidVaccine

If you've had COVID-19 you may still be experiencing some ongoing physical and psychological symptoms that you're struggling to recover from. Your COVID recovery provides advice to support your health and wellbeing as you recover.

<https://www.yourcovidrecovery.nhs.uk/>

NHS Test and Trace

Whatever your rapid Covid-19 test result, let us know right away

It's important to test regularly. But so is telling us all your results – negative and void as well as positive.

Reporting your results is easy
Go to: gov.uk/report-covid19-result
Or call: 119 free from your mobile or landline

Remember: you've only completed your test when you've told us the result.

NHS

Stop the spread this winter.

The flu virus kills almost 11,000 people and hospitalises tens of thousands more in England in an average year. It's more important than ever to get your flu jab this year.

Find out if you're eligible for a free flu vaccine at nhs.uk/wintervaccinations

FLU

Probus Surgery have plenty of Flu vaccines available and appointments for your **FLU** vaccine. We are having our 2nd Flu vaccination clinic on **SATURDAY 27th NOVEMBER** from 8:30-1:30. Please call to book into the clinic.

So far this season we have completed **1853 vaccinations**

The flu vaccine is offered free on the NHS to anyone with a serious long-term health condition including:

- Respiratory conditions, such as asthma (needing steroid inhaler or tablets), chronic obstructive pulmonary disease (COPD)
- including emphysema and bronchitis.
- Diabetes
- Heart conditions
- Over weight BMI of above 40
- Chronic Kidney disease
- Liver disease
- Neurological conditions
- Learning disabilities
- Weakened immune system

Please call 01726 882745 and ask if you are unsure.

NHS

Vaccines are our best protection this winter.

It's easy for us to pass on COVID-19 or flu viruses without knowing. This winter there are two essential vaccines you'll need to protect yourself and your loved ones.

Find out if you're eligible now at nhs.uk/wintervaccinations

SEPTEMBER

September saw World Alzheimer’s Month.

If a family member or friend is becoming increasingly forgetful, encourage them to see a GP. Someone who is experiencing the symptoms described in the image on the right may be confused, unaware they have any problems, worried, or struggling to accept their condition.



OCTOBER

What are the signs and symptoms of breast cancer? **NHS**

October was Breast Cancer awareness month.

Breast cancer can have several symptoms, but the first noticeable symptom is often a lump or area of thickened breast tissue.

Most breast lumps are not cancerous, but it is always best to have it checked by a doctor.

October also saw Stoptober, the NHS campaign to help people stop smoking. *“It’s never too late to stop smoking. You will notice immediate improvements to your*



health when you stop, and you will save money!

Search Stoptober for information and support to help you start your quitting journey”

- Changes in your skin such as puckering, dimpling, colour or a rash
- Any change in nipple position (pulled in or pointing differently)
- An eczema like rash, crusting, scaly, itching or redness on or around the nipple
- Breast pain is not usually a symptom of breast cancer
- A change in the size, outline or shape of your breast
- A discharge of fluid from either of your nipples
- A new lump, thickening or bumpy area in one breast or armpit
- Swelling in your armpit, collarbone or breasts

! See a GP if you notice any changes

October is Lupus Awareness Month

- There are more than FIVE MILLION people around the world living with lupus.

- Lupus is not contagious.

- Lupus symptoms can come and go and change over time, making it very difficult to diagnose.

- There is no cure for lupus but in most cases, it can be managed with treatment and specialist medical care.

HELP PROTECT PEOPLE WITH LUPUS

Learn more and get involved at www.lupusuk.org.uk
Call: 01708 731 251



Reg Charity Nos: 1051610, 5009682

Lupus is a long-term condition that causes joint pain, skin rashes and tiredness. There’s no cure, but symptoms can improve if treatment starts early.

Find out more at

Lupusuk.org.uk

NOVEMBER

The campaign focused on raising awareness of the rights that unpaid carers have. The pandemic has had a massive impact on the lives of carers, affecting access to services, the ability to juggle work and care and much more. That’s why it’s more important than ever that carers are aware of what they have the right to. Find out more at www.carersuk.org

Carers have the right to...

Find out more about your rights as an unpaid carer

Carers Rights Day
Thursday 25 November



The winter months and Christmas can be a hard time for many. It's important to remember that there are lots of services available that can provide support and help if you are struggling.

Please don't suffer in silence.

Make the first step and ask to speak to a GP today.

Action for Happiness is a movement of people committed to building a happier and more caring society. We want to see a fundamentally different way of life - where people care less about what they can get just for themselves and more about the happiness of others. Members of the movement make a simple pledge: to try to create more happiness in the world around them. We provide ideas and resources to enable people to take action at home, at work or in their community.

For more information, have a look on their website:

www.actionforhappiness.org/

Find information and support for your mental health.



Visit the Mental Health Hub

www.nhs.uk/mental-health



There are also services that can offer advice and support to family members and friends who want to support a loved one struggling.

GREAT DREAM

Ten keys to happier living

- | | | | |
|------------|--|------------|--|
| GIVING | | DIRECTION | |
| RELATING | | RESILIENCE | |
| EXERCISING | | EMOTIONS | |
| AWARENESS | | ACCEPTANCE | |
| TRYING OUT | | MEANING | |

SUICIDE PREVENTION ADVICE

WAIT!

W Watch out for signs of distress and changes in behaviour

A Ask "are you having suicidal thoughts?"

I It will pass – assure your loved one that, with help, their suicidal feelings will pass with time

T Talk to others – encourage your loved one to seek help from a GP or health professional



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 cornwallft.nhs.uk/outlook-south-west

NHS

"I JUST BOTTLED IT ALL UP"

JUST TALKING CAN HELP

Your health matters help us help you

Talk it through
We're here to listen

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

Email jo@samaritans.org

SAMARITANS

samaritans.org

NHS
Cornwall Partnership
NHS Foundation Trust

Need urgent help with your mental health?

Patients will now benefit from guaranteed 24/7 access moving easily between services, receiving the right care at the right time

0800 038 5300

www.cornwallft.nhs.uk/i-need-help-now

A wellbeing and resilience action planning tool (WRAP) created by young people in Cornwall is now available in app form on the recently released Your way/Headstart app (available on apple and android).

This means that 10 – 16 year olds can create a plan, refer to it and update it when needed, and have access to the accompanying WRAP toolkit with all sorts of tools and resources to support young people's wellbeing. This is available to download at:

<https://www.startnowcornwall.org.uk/wellbeing-action-plan/>

HEADSTART
KERNOW

Wellbeing Action Plan



Man Down is a Cornwall based non-profit Community Interest Company. They 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”

www.mandown-cornwall.co.uk

Man Down meet fortnightly at the following locations:

St Austell, Clint’s Barbers— Mondays 7pm (Dec 20th) • St Stephen, Brannel Rooms—Mondays 7pm (Dec 13th)

Truro, 77 Lemon Street—Sundays 7pm (December 19th)

Blue Balls is a cold water swimming community for gentlemen in Cornwall, started by two friends who wanted a group to encourage men to join them and discover the benefits that cold water swimming can have. Cold water emersion has some incredible benefits for mental health and well-being. The group are advocates for anything that provides the mind some release from the busy life most of us have. Sunrise swims, lunchtime swims or after work swims. Blue Balls are there to provide you with somewhere where you can share your photos, experiences and also your stories. For more information on this group please refer to: www.mandown-cornwall.co.uk

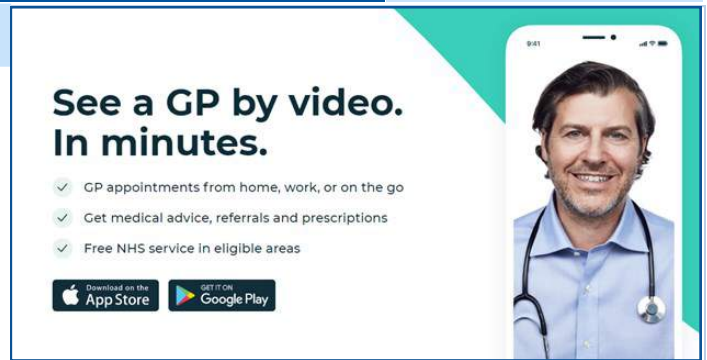


BOOK AN APPOINTMENT WITH LIVI

What is Livi?

Livi is a free NHS online service offering GP appointments from home, work, or on the go. Get medical advice, referrals and prescriptions.

For more detailed information on how to use the LIVI app please refer to the Autumn newsletter 2021.



USE THE ECONSULT SERVICE

eConsult is an online service for non-urgent queries whereby you can complete an online consultation regarding advice about specific conditions, general symptoms, your child’s common health problems, or administrative requests for sick notes, GP letters, and recent test results. Whilst we endeavour to respond within 48 working hours, please note that more urgent cases will take precedence and we will respond to your request as soon as is humanly possible. For urgent queries please do not use this service.



NHS APP

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.



KEEPING YOUR DETAILS UP TO DATE

If your GP is referring you to see a specialist it is important that we have the correct contact details for you. You can ensure that your contact details are up-to-date by submitting a form via the website, or coming into the surgery to fill out a form. Please note it is also a requirement to have your height, weight and blood pressure so we may also ask you for these details to complete a referral on your behalf.

PATIENT PARTICIPATION GROUP (PPG)

As a member of the virtual Patient Participation Group you may be emailed by the practice asking for your views on issues affecting the service provided by Probus Surgery.

In the near future we will be restarting the live PPG following the disruption caused by Covid-19.

If you are interested in becoming part of this group please download the form from our website or complete the form available from reception (probussurgery.co.uk)

Thank you and we look forward to hearing from you soon.



#PhoneAFriend

Loneliness can have a huge impact on our mental health. A phone call could make a world of difference.

Cornwall and the Isles of Scilly Health and Care Partnership



Your Health Visiting Service

Pregnancy and their first 5 years is an important time for your child, when the foundations of their future health and wellbeing are laid down.

Health Visitors provide expert information, assessment and intervention for all families with children under 5 years old. We have an essential mix of skills, and we work in partnership with maternity, GP, primary and secondary care, social care, early years providers and voluntary agencies.

What can you expect?

- Antenatal
- New birth visit
- 6-8 week review
- 9-12 month review
- 2-2^{1/2} year review
- Family wellbeing
- Maternal mental health
- Child health clinics
- Signposting and access to additional support

We want to work in partnership with you to ensure your child gets the best start

Building a bright future together

Find out more...
 Call 01872 322779
 Email hvsnadvice@cornwall.gov.uk
 Follow us @tffcornwall



If you are at all concerned about your drinking, know that your concerns are valid, and you deserve support. Find out more about the support available here: alcohol-change.org.uk

Public Health England

Most cases of bronchiolitis are not serious, but you should contact your GP or call NHS 111 if:

- you're worried about your child
- your child has taken less than half their usual amount during the last 2 or 3 feeds, or they have had a dry nappy for 12 hours or more
- your child has a persistent high temperature of 38°C or above
- your child seems very tired or irritable



NEED URGENT DENTAL CARE?

Please contact your usual dentist. If you don't have one, use NHS 111.

Your health matters help us help you



Feeling the burn?

Mild cases of cystitis often get better by themselves within a few days. Over-the-counter painkillers such as paracetamol can help with any pain. Drinking fluids may also help you feel better.

Covid hates... face coverings


So try to wear one in busy areas or on public transport.

We are still here.

Brook are still booking appointments for some Sexual Health services. Please call our team on

0300 303 0714

STI Testing, Contraceptive Pills & Emergency Contraception are all available free online at sexualhealthcornwall.co.uk



CHECK YOUR CHILD'S SYMPTOMS WITH THIS REALLY HANDi APP.

The Handi app advises on the best course of action, whether to treat at home, make a GP appointment, or to head to A&E.

Visit the link in our bio for download page.

Download on the App Store | Get it on Google Play



Emergency department

- Sprain or strain** Should be at the minor injury unit or urgent care centre
- Irritating cough** Should be at the pharmacy
- Sore throat** Should have treated themselves at home from their medicine cabinet
- Stomach ache** Should be at the GP
- Severe chest pain** Should have been at the front of queue
- Unsure or confused about an illness** Should have called NHS 111 or visited 111.nhs.uk

Make Yourself Heard

In danger, need the police, but can't speak?

- 1 Dial 999
- 2 Listen to the questions from the 999 operator
- 3 Respond by coughing or tapping the handset if you can
- 4 If prompted, press 55. This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

IOPC Independent Office for Police Conduct | #YouAreNotAlone | Supported by women's aid | NPCC

Get the right care, in the right place, at the right time
 If you become unwell or injured, make sure you choose the right NHS service.

Got questions about **breastfeeding**, or need some support? The **national breastfeeding hotline** provides confidential breastfeeding information and support, call the helpline on 0300 100 0212. Lines are open 9.30am to 9.30pm everyday.



Dadpaduk can help new dads by giving you the knowledge and practical skills that you need. The resource will support you and your partner to give your baby the best possible start in life. <https://thedadpad.co.uk/>



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.

COMMUNITY FOOD LARDER

PROBUS PARISH CHURCH



Opening Times:

Monday 4-5

Wednesday 2:30-3:30

Friday 9-10

Saturday 9:30 – 10:30

Our local community larder is FREE and open to EVERYBODY to use in Probus and the surrounding area.

JUST DROP IN

Help us, help you & reduce food waste!

NO ONE GOES HUNGRY PROBUS & SURROUNDING AREA.



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

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

Logos: IMERY'S, Cornwall Council, Soroptimist International, crccc, Cornwall Memory Cafe Network, STAUPELL BREWERY

COULD YOU.....?

Help run our cafe

Help run our day respite service

Become an volunteer oxygen chamber operator

Drive our minibus

Volunteer in the community

Help us to help others
 For more information on volunteering please contact our Volunteer Coordinator
caroline@merlinnscentre.org.uk
 01726 885530

Volunteer Cornwall are a charity dedicated to developing the wellbeing



of individuals and communities in Cornwall.

They do this by working with a wide range of organisations to promote and support active citizenship and voluntary action covering emotional, social, environmental and economic needs and opportunities in Cornwall. For more information on how you can get involved or how these services may be of help to you please visit

<https://www.volunteercornwall.org.uk> Or Tel: +44 (0) 1872 265305

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

Cornwall Carers Service

Adviceline 01736 756655 <http://www.cornwallcarers.org.uk>

Cornwall Carers Service includes three levels of support to carers living in Cornwall. The support includes information, advice and guidance, emotional support, community support, carer specific training, statutory assessment and dedicated services for Young Carers and Young Adult Carers.



Help to keep well and stay warm this winter

Freephone 0800 954 1956
 or email advice@cep.org.uk
cep.org.uk

Are you worried about rising energy prices?

Cornwall Council offer free and independent advice about fuel bills, home heating and how to stay warm and well.

For more information regarding this service have a look on:
www.cornwall.gov.uk/health-and-social-care/public-health/public-health-campaigns/winter-wellbeing/

If you have any queries, feedback or suggestions regarding any of the information in this newsletter please let us know by emailing enquiries.probusurgery@nhs.net or via the "Friend and Family Test" section on our website. 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.

Our next newsletter will be the Spring 2022 edition