



# PROBUS SURGERY AND PROBUS SURGICAL CENTRE



PATIENT NEWSLETTER - SUMMER 2023



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It's been a very busy period at the Probus Group. As many of you are aware, the long awaited building works have begun at the practice. This exciting development will enable us to offer more services and more appointments at the Surgery, Surgical Centre and at Cornwall Medical Group. The new build will also have the new Probus Pharmacy which will be a brilliant addition to the Probus community and we are all really excited with this and we plan to open the pharmacy in early October.

There have been many changes and developments at the practice since our last newsletter. I will go into more detail on what has been happening in the practice news section. Perhaps one of the most significant changes is, as many of you are aware, Dr Ball has decided to retire after over 32 years of service at our practice. He was a hugely popular figure in our community and he will be missed by both patients and staff alike, and we wish him the very best in his retirement. On a personal note I am incredibly honoured and proud to become the latest named Partner at Probus. I have big shoes to fill but I will continue to strive to continually drive and improve the whole of the Probus Group and serve this amazing community.

**Mr Spencer Casey, Partner & Business & Strategic Manager**

**Practice Stats**  
Registered patients = 9,343

**2ND JAN - 2ND JULY 2023**  
Total number of appointments = 35, 926  
Face-to-face = 23, 954  
Telephone = 11, 972  
Total number of missed appointments = 2, 269

**APRIL - JUNE 2023**  
Prescriptions raised = 21, 264  
Items dispensed = 43, 745

**GP?**  
Think of me

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

**Carlo**  
Clinical Pharmacist



Probus Surgery doors are open from 08.00am - 6.30 pm and our telephone lines are available from 08.30am until 6.00pm, Monday to Friday (excluding bank holidays)

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

- There are three ways to get in touch with us:
- 1 - Submit a secure online contact form on our website at: [probussurgery.co.uk/online-requests/](http://probussurgery.co.uk/online-requests/)  
This is convenient, secure and can save you time. Our team will respond within 2 working days.
  - 2 - Call us during surgery hours
  - 3 - Come into the surgery during working hours
- 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.

The practice continues to grow from strength to strength and we have been involved in an educational campaign for the NHS where our practice and our model of care that we have adopted have been highlighted and demonstrated throughout the country as a model that NHS England would like other practices to consider adopting. We also starred in a feature for ITV Westcountry News, highlighting our practice and the way we provide care for our patients. We now have our new Travel Vaccine service up and running and this has benefitted not only our patients but the whole population in Cornwall and no longer do patients need to leave the county in order to get their travel vaccinations. This has been particularly important for local school children who need vaccinations for school trips abroad. We have also become a Research practice where we now help RCHT and the NHS in the use of new and innovative medicines. This service has already started to benefit our patients at the practice as cohorts of our patients are being given the opportunity to have new and life-changing medicine that is not currently available on the NHS. We are incredibly proud of being part of this and contributing to advancement in health outcomes and medicines for the UK population.

Dr Smithson is shortly going on maternity leave and we wish her and her family all the very best and look forward to her return next year. We have several new GPs joining the practice as well as two new Advanced Nurse Practitioners which will continue to strengthen our already strong on-call team. We also have two full-time social prescribers joining us making a really strong Probus Care Team alongside our amazing Care Coordinator, Rebecca. We also had some of our staff recognised for their outstanding contributions to health care with our very own lead nurse Laura reaching the final 3 for Nurse Lead of the Year and our Care Coordinator Rebecca coming runner-up in the Non-Clinical colleague of the year.

Probus Surgery have become a Research Practice in association with our private business Cornwall Medical Group. We now work with RCGP and RCHT to help provide the latest cutting edge drugs, medicines and treatments that are not currently on the NHS to our patients. We have currently just completed a study on Weight Loss for our diabetic patients where 177 of our patients had the opportunity to use a weight loss medication that is currently not available on the NHS due to its cost.

The results have been amazing and to be able to offer such a service to our patients whilst creating another revenue stream for the business has been amazing. We are now about to trial a medication to help those living with schizophrenia with our patients being exclusively given the chance to have this life changing medicine.

Probus continue to be one of the leading Green practices in the UK. Our own Partner Spencer Casey has spoken several times nationally on the green work the Practice continue to do and has helped practices all over the country improve their green efficiencies. The savings made with the green projects done at Probus has allowed investment to be made in other areas such as extra staff or new technology allowing the Probus Group to continue to grow and improve. We are proud to be seen as one of the leading practices in the UK as the NHS strive to reach their net zero target by 2040.



L-R: Laura Catchpole (Lead Nurse), Spencer Casey, Emma Marjeram (Practice Manager), and Rebecca Rowe (Care Coordinator)



L-R: Helen Adams (CMG Manager), Emma Marjeram, Spencer Casey, Kim Prowse (Surgical Manager), and Dr Smithson (GP & Partner) at RCHT's Research Dinner

The practice is incredibly proud of all our staff and what they do each and every day for our patients both on the GP side and within our amazing Surgical Centre.

Thank you, as always for your continued support. Please know that we are continually striving to improve each and every day. We know we do get things wrong but we always ensure we learn and improve and we will always keep the care of you, our patients, as our motivation to give the best care we can as consistently as we can.



L-R: Matt Sawyer & Spencer Casey at the Management in Practice Conference in Birmingham, May 2023.



**Spencer Casey**  
Partner and Business & Strategic Manager



L-R: Sarah, Emily, Helen, and Spencer fronting the CMG team at Royal Cornwall Show. )

Cornwall Medical Group attended the Royal Cornwall Show again in June this year, promoting the private part of the business. We have been praised by the NHS for being so innovative in our thinking and business. Whilst some practices continue to struggle in the daily challenges within primary care, we continue to grow and improve. GP practices need to think like businesses now more than ever and its only with this mindset that revenue can be generated to invest and improve.

We have utilised innovative technology including things like AI being used in coding and reading letters, we have more nurses, more doctors, and more staff, enabling us to provide the service we want to provide and to strive to continually improve.

Our business is run as a collective and the Surgical Centre and CMG are what enables us to develop and drive the practice forward and is what sets us apart from other GP practices.

Partner Spencer and one of our Paramedics Mark climbed Mount Snowden to raise money for charity for children with autism and helped support a local pre-school build a sensory garden for their children. Using the EXi app which is used as part of CMG Weight Management and Healthy Lifestyle service they climbed Mt Snowden.

Spencer added *"Autism affects so many children and families all over Cornwall. This is something very personal to me and we wanted to support this amazing cause in any way we could. I am proud that Cornwall Medical Group were able to do something like this that will change and affect so many young people in such a positive way. The practice are always here to help support families and children at our practice with any form of learning difficulties and the Probus Care Team are here to help"*.



### Patient Participation Group Corner

I have been a patient at Probus Surgery since I moved to the area and am very pleased to say that I have received extremely good health care from the practice. Having retired from a career in health care, and in response to a positive personal health care experience, I felt it appropriate for me to offer my time to the PPG.

Health care provision has and is changing all the time and there are times for us all when change may be difficult to negotiate or understand. I have been very fortunate in the last twelve months to have sat on the Probus Surgery Patient Participation Group.

It has been so helpful in both supporting my understanding of the way in which our practice is both run and organised and in turn this has led me in being able to support the understanding of other patients of the practice. The group holds regular two monthly meetings and these have proved to be an excellent forum for two-way communication. I see my role, along with the other members of the group in being able to support both the practice and patients in both seeking and providing information.

There may be occasions when a patient may have received excellent care or the patient experience has not been as successful as they may have wished. In both of these situations, that information needs to be conveyed to the practice in a manner that is both clear and effective for it to be helpful to both parties.

Unless the practice knows what is working well or otherwise, they will be unable to effect change that may be necessary.

I have had several opportunities where I have been able to support patient understanding of a process that they had been previously unaware of and this signposting has led to a more favourable outcome for all concerned.

I am sure that the coming year will bring opportunities where the PPG will be able to support further work within Probus Surgery and I look forward to those challenges.

**Sarah McGowan, Member of the PPG**



L-R: Paul, Sarah, Debbie, Judy, Ann, & Spencer.

You can submit your repeat prescription request one of three ways;

- 1 - Online via our website: [www.probusurgery.co.uk/navigator/request-a-repeat-prescription/](http://www.probusurgery.co.uk/navigator/request-a-repeat-prescription/)
- 2 - Online via one of the approved Apps: SystemOnline, NHS App
- 3 - Sending the paper request slip into the surgery, or at one of our branch/delivery sites

If you have a **routine query** about a prescription request, please submit your question via the website: [www.probusurgery.co.uk/navigator/prescription-question/](http://www.probusurgery.co.uk/navigator/prescription-question/)

This is the most efficient and secure way to ask your question and we will aim to respond within 5 days. The Dispensary phone lines are open daily from 9am-10am, and 5-6pm **to answer urgent queries only.**

**Did you know, if you pay for your prescriptions you could save money with a prepayment certificate (PPC)?**

- o From 1st April 2023 the prescription charge in England is £9.65 per item.
- o A PPC costs £31.25 for 3 months, or £111.60 for 12 months.
- o A HRT PPC covers certain HRT medicines for a set priced of £19.30 and is valid for 12 months.
- o Before buying a PPC, you can check if you are entitled to free NHS prescriptions and other help with health costs at [www.nhsbsa.nhs.uk/check-if-youre-eligible-help](http://www.nhsbsa.nhs.uk/check-if-youre-eligible-help)



You can buy a PPC **online**, or **in-person** at some pharmacies.

To find out more visit: [services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate](http://services.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate) or call 0300 330 1341

PROBUS SURGERY **NHS** **BOOK VACCINATIONS**  
**TRAVELLING ABROAD?**

Probus Surgery is the only registered travel vaccination centre in Cornwall. Even if you're not a registered patient here, contact us with plenty of notice and you can come and visit us for your travel vaccinations.

Vaccination	Doses	Charge
Hepatitis B (Course of 3 injections)	Three doses	£150.00
	Booster dose	£50.00
Japanese Encephalitis (Course of 2 injections)	Two doses	£237.00
Meningitis	Single dose	£52.00
Tick-borne Encephalitis (Course of 2 injections)	Two doses	£130.00
Cholera	Two doses	£58.00
Yellow Fever (including certificate)	Single dose	£65.00
Re-issue of Yellow Fever Certificate		£6.00
Exemption Certificate		£10.00
Rabies	Three doses	£240.00
	Booster dose	£80.00
Blood Test		£21.00
Private Prescription Medication		TBC
Written Private Prescription		£20.00
Consultation Fee		£50.00



PROBUS SURGERY **NHS**



**help@hand**  
Community Info



Access all the services, wellbeing support and events in and around Probus



**Help that's close at hand**

- **Essential** - Find everything from counselling services, befriending schemes and exercise classes to local community events.
- **Easy** - Discover services and upcoming events quickly without needing to log in or sign up to the app.
- **Trusted** - Access the app securely, with no personal data stored. Tried and tested support services you can use with confidence and ease.



**Stay informed - download the app today!**  
 Scan the unique QR code to download the Help at Hand app for your GP surgery or use the link here:  
<https://link.hand.community/vjWA>

TO FIND OUT MORE CALL US ON 01726 882745

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



# CORNWALL MEDICAL GROUP

Private medical & surgical treatments for health & wellbeing

*Where expertise matches expectation  
and experience matches outcomes*

Talk to our dedicated team today about the clinically proven treatments we have to offer.  
Including:

- ✔ **Skin lesion removal**
- ✔ **Cataract surgery**
- ✔ **Wrinkle relaxation**
- ✔ **Skin booster injections**
- ✔ **Dermal fillers**
- ✔ **Platelet Rich Plasma (PRP) Therapy**
- ✔ **Hernia surgery**
- ✔ **Medicated Weight Management**



Find us on  



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



CORNWALL  
MEDICAL  
GROUP

## MEDI-AESTHETICS

- ✔ Platelet Rich Plasma (PRP) Therapy
- ✔ Wrinkle Relaxation
- ✔ Dermal Fillers
- ✔ Skin Booster Injections
- ✔ Facial Treatments



At CMG, we only use iS Clinical products in our non-invasive facial treatments. Formulated using the highest pharmaceutical grade botanical ingredients, our facial menu features clinically proven and highly effective formulations and home care systems for treating medical skincare conditions.





CORNWALL MEDICAL GROUP

## PRIVATE SURGICAL PROCEDURES

- ✓ Cataracts
- ✓ Hernias
- ✓ Skin lesions
- ✓ Vasectomy
- ✓ Adult Circumcision
- ✓ Toenail Removal



*Our post-operative surveys consistently show exceptional levels of patient satisfaction, averaging over 99%.*



CORNWALL MEDICAL GROUP

## MEDICATED WEIGHT MANAGEMENT

Most people think that losing weight is about willpower  
Turns out, it's about science  
There is more to managing weight than just diet and exercise

The four keys to success:

- 1 Medical
- 2 Cognitive
- 3 Nutritional
- 4 Wellbeing



With access to the award-winning and NHS approved EXI App; giving you a tailored, accountable health and activity programme.

**FINANCE OPTIONS AVAILABLE**

UK Health Security Agency

**HOT WEATHER**

## Keep your home cool during hot weather



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

NHS

Charlie and Louise

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



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

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



NHS

Order your repeat prescriptions on the NHS App



Better Health Let's do this

NHS

## Quit Smoking Start Saving

Join the thousands of people who are quitting smoking.



Download the free NHS Quit Smoking app to get started.

GET IT ON Google Play | Download on the App Store

Choose the right service Help us help you

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

NHS Cornwall Partnership NHS Foundation Trust

NHS Cornwall Partnership NHS Foundation Trust

Expert patient programme Small steps to better health

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



NHS

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

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



NHS Cornwall and Isles of Scilly

**Are you on holiday?**

Your own GP is the best point of contact for health worries, even if you're on holiday. They can arrange for prescriptions to be sent to a local pharmacy.

Find a local pharmacy: [nhs.uk/find-a-pharmacy](https://nhs.uk/find-a-pharmacy)

NHS

## Hay fever



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

Royal Cornwall Hospitals NHS Trust

NHS

## What should be in your first aid kit?

- Antiseptic
- Painkillers
- Bandages
- Skin rash cream
- Eyewash solution
- Medical tape
- Plasters
- Sterile dressings
- Antihistamines
- Thermometer
- Tweezers
- Scissors



NHS

## Insect bites and stings



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

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



**Hourglass**  
Safer ageing · Stopping abuse

The only UK wide charity dedicated to calling time on the abuse, harm and exploitation of older people.

**24/7 Helpline - 0808 808 8141**



## Falls Prevention Programme

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

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

**Join now**

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

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



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



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



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

**shout**  
**85258**

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



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



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



**Home from hospital?**

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

**Community Gateway**

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

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



**togetherall**

## A safe community to support your mental health

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



**Cornwall Emotional Support Service**

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

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

Rebuilding lives after stroke

**Stroke Association**



**SAMARITANS**

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



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



**Safer Futures**

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



**24-hour National Domestic Abuse Helpline**

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



**Samaritans**

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



**SAFER CORNWALL**  
Kernow Salwa

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



**NHS**

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

**NHS Talking Therapies can help**



**Mental health matters** Help us help you



St Austell Library hosts:  
**St Austell Carers Support Group**

Meet other carers and like-minded people for a chat over a cuppa



Runs on the 4th Tuesday of every month at St Austell Library, 10am-12pm  
Next dates: 27th Sep, 25th Oct, 22nd Nov



For further information call 0300 1234 111, email [staustell.library@iscornwall.org.uk](mailto:staustell.library@iscornwall.org.uk), or see our social media pages: [f staustelllibrary](https://www.facebook.com/staustelllibrary) [i staustell.library](https://www.instagram.com/staustell.library)

**Worried about money?**



[www.cornwall.gov.uk/moneyworries](http://www.cornwall.gov.uk/moneyworries)

*Chronic Sisters*

Do you suffer with a chronic illness, such as fibromyalgia, M.S., arthritis, an auto immune disease, long covid, Menopause issues, M.E. etc or chronic pain/fatigue?

Then do come along to our monthly support group! You will receive a warm welcome, empathy and care.

Held on the last Tuesday of each month 10-12 noon, held at Merlin MS Centre, Hewas Water, Saint Austell, PL26 7JF.

Find us on Facebook, or contact Suzie on 07821 698316.



Supporting independence  
Encouraging confidence  
Inspiring friendship

**Who we support**

We support adults with long-term neurological conditions and young people with neuro diversities to access specialist therapies and information in a safe, supportive environment.

**Therapies we offer**

Physiotherapy, exercise classes, hydrotherapy, sensory integration therapy, oxygen therapy, day respite, welfare support, transport and an onsite café.



Use Us  
Support Us  
Volunteer With Us

Bradbury House, Hewas Water, PL26 7JF  
[hello@merlinmscentre.org.uk](mailto:hello@merlinmscentre.org.uk) 01726 885530  
[www.merlinmscentre.org.uk](http://www.merlinmscentre.org.uk)

**Home and Hospital**



[homeandhospital@ageukcornwall.org.uk](mailto:homeandhospital@ageukcornwall.org.uk)  
Newquay Hub : 01637 876150  
Falmouth Hub : 01326 316880  
St Austell Hub : 01726 76806

We are active in your community and able to offer support on and post discharge.

We pride ourselves in supporting older people and their families to alleviate stress, anxiety, and loneliness. If you or someone you support needs a helping hand, please email us.



- Home Support
- Gardening Services
- Active Social Hub Bubbles; hot meals & a wide range of social activities
- Companionship Services
- Supported Travel
- Information & Advice
- Benefits Advice
- Hospital Aftercare Services
- Carers Support
- Step into Wellness

For more information on how we can support your role, please email our Home and Hospital service.

Registered Charity number 303542

**Breastfeeding Support in Cornwall**

Providing a local 'warm safe space' in your local community.

Our Breastfeeding Peer Support Groups are held in Family Hubs across Cornwall. They are led by our trained volunteers who are all mothers with experience of breastfeeding. We offer a place for you to feed your babies comfortably and receive support and guidance. Toys are available for older children, and we provide free refreshments.

Scan our QR code to find out where our groups run and to book.



**COMMUNITY FOOD LARDER**

PROBUS PARISH CHURCH



**Opening Times:**

- Monday 4-5
- Wednesday 2:30-3:30
- Friday 9-10
- Saturday 9:30 – 10:30

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

**JUST DROP IN**

Help us, help you & reduce food waste!

NO ONE GOES HUNGRY PROBUS & SURROUNDING AREA.



Isolating or can't get out? Please email [nochildgoeshungryprobus@gmail.com](mailto:nochildgoeshungryprobus@gmail.com) to find out about our delivered food parcels.

**Need some advice?**

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

**Community Gateway**

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

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



Have you been bereaved? Are you looking for support or advice? Bereavement services in Cornwall have come together with the aim of making it easier for those who have experienced the death of a loved one to find support and information. However you have been bereaved, and whatever your age or relationship to the deceased, there is assistance out there and we hope that this resource helps you to find what is right for you. Visit the website for a list of charities and services able to offer support to those bereaved, from any cause and of any age. If you would prefer to speak to someone about where to find the right emotional support for you then please call; 01208 834 620, 9am - 5pm, Monday to Friday.  
[www.cornwallbereavementnetwork.org](http://www.cornwallbereavementnetwork.org)

If you have any queries, feedback or suggestions regarding any of the information in this newsletter, please let us know via the Feedback section on our website: [www.probusurgery.co.uk/navigator/feedback/](http://www.probusurgery.co.uk/navigator/feedback/)

Alternatively, if you would prefer to speak to someone in person, please phone in and speak to a member of our dedicated team who are here to help in the best way they can.

**The Probus Surgery Team**