

Probus Surgery

Patient Newsletter Autumn 2021

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

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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 please email us at enquiries.probusurgery@nhs.net Website: www.probusurgery.co.uk

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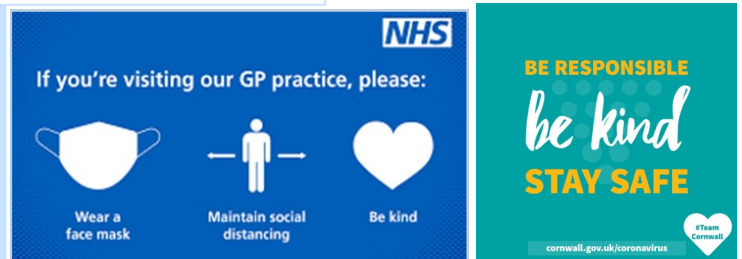
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Firstly, I would like to thank you all for being patient as we get to the new normal, whatever, that may be. The practice promises our patients that we will continue to work hard in trying our best to deliver quality service to our patients at a time of great uncertainty. We are aware that we, like a lot of other practices in Cornwall and the rest of the country have demand and capacity issues. However, we live in a world that is forever changing and we have to do the best we can with the resources that we have.

No-one has ever dealt with a COVID-19 Pandemic before. We are having to learn new skills and new ways of working. Some of them are great and some of them are challenging. We will do our best to reflect and make changes to try and ensure our quality of service to our patients remains our priority. I would like to thank our patients once again for their understanding and the support you have shown us and continue to give. We have the same issues and worries and anxieties as the rest of society and knowing we have your support makes a huge difference. As a practice we need our patients to work with us. You can be assured that we are all trying our hardest during these strange times.

During the last few months, all of us have experienced dramatic changes in our work and personal lives, which were unanticipated and unimaginable 18 months ago. We are grateful for the strong commitment, hard work, dedication, and creativity of all our staff at Probus Surgery as we pivot and adjust to our new reality. Their can-do attitude during these unique times has been nothing short of inspiring. We are humbled to work alongside such a dedicated bunch of staff and appreciate their continued commitment to serve our patients.

Stay safe, Dr Rawlins Murthy



What Have We Been Doing?

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 May to July 2021:

Registered patients = 9,157

Incoming calls answered = 15, 067

Telephone consultations = 6, 730

Face to face appointments = 8, 405

Sick notes = 143

Home visits = 34

Prescriptions raise = 22,819

Items dispensed = 47, 555

The NHS app is a simple and 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.

Our Facebook page shares regular updates relevant to the practice and local community.

Please follow our page to access these updates. search @probussurgerycornwall to find our page or type in the following link:



www.facebook.com/probusurgerycornwall

- ✓ share your COVID-19 status
- ✓ order repeat prescriptions
- ✓ access NHS 111 online
- ✓ book and cancel appointments at your GP surgery
- ✓ view your GP medical record
- ✓ access to a range of other NHS services

- ✓ alerts you if you've been near other users with the app who have tested positive for coronavirus
- ✓ use the app's QR scanner to check into places like bars and restaurants
- ✓ check symptoms, book or order tests
- ✓ counts down your isolation days

Rapid Testing

How to use your rapid lateral flow test

Remember to **always read the instructions** that come with the test kit



	COVID-19 Self-Test (Rapid Antigen Test)	Orient Gene	ACON Flowflex	Report your result
Swabbing process	 4 times each tonsil, 10 circles, 1 nostril	 5 circles, each nostril	 5 circles, each nostril	<input type="checkbox"/> Type in: to get to the reporting page <input checked="" type="checkbox"/> Report all results whether they are positive, negative or void You will need: • the code on the test cassette
Swab in tube	15 secs	6 times	30 secs + rotate 5 times	<input checked="" type="checkbox"/> You've only completed your test once you've reported the result
Resting time	None	1 min	None	
Drops on device	2	4	4	
Wait time	 IMPORTANT Do not leave the test to develop for longer than 30 minutes as this will make the result void.	 IMPORTANT Wait for 15 minutes to read the result. Do not read the result after 20 minutes.	 IMPORTANT Wait for 15 minutes to read the result. Do not read the result after 30 minutes.	

NHS

The **COVID-19 vaccine** reduces household transmission by up to half. Don't delay in getting yours when it is offered to you.

NHS

If you initially declined the **COVID-19 vaccine** but have now changed your mind, you can still book an appointment to get your vaccine.

Visit nhs.uk to book today.

Why should you get tested regularly?

About 1 in 3 people with COVID-19 do not have symptoms but can still infect others. You should do a rapid test twice a week (every 3 to 4 days) to check if you have the virus.

If people test positive and self-isolate, it helps stop the virus spreading. Even if you're vaccinated, there's still a chance you can pass COVID-19 on, so you should keep getting tested regularly.

About rapid tests

The test for people without symptoms of COVID-19 is called a rapid lateral flow test. Research shows rapid tests are 99.9% accurate. This means the chance of getting a false-positive result (where the result shows as positive but is actually negative) is extremely low. If you test positive, you and anyone you live with will need to self-isolate.

Who can get regular rapid tests

Anyone who does not have symptoms can get regular rapid lateral flow tests to check for COVID-19.

How to get regular rapid tests

• Order tests online at

www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

If you order online, you can get rapid flow test kits sent to your home. If you do tests at home, you'll need to report your results online or on the phone.

You might be able to:

- collect tests from a pharmacy
- collect tests from a community centre, such as a library
- get a test at a site

HM Government **NHS**

Self-isolating **MEANS STAYING AT HOME**

HM Government **NHS** Test and Trace

COVID-19 Testing

With symptoms

PCR tests

When to take the test

- If you have Covid-19 symptoms
- To confirm your positive lateral flow test result

How long it takes

- These tests are processed in labs
- Up to 72 hours, most results the next day

Get a test

- Order online
- At a test site
- Call 119

Without symptoms

rapid lateral flow tests, rapid Covid-19 tests

When to take the test

- If you do not have symptoms of Covid-19
- As part of routine testing twice a week

How long it takes

- Result processed by test device
- Around 30 minutes

Get a test

- Order online
- At a test site
- Call 119

• Participating workplaces and pharmacies

Find out more at [NHS.UK](https://nhs.uk) or call 119

Vaccinations And Boosters

If you haven't yet been vaccinated for Covid-19 and would like to be, you can book online on the NHS website. You will need your name and date of birth, & your NHS number.

If you do not know your NHS number you can still book.

NHS

ALL ADULTS IN ENGLAND can now book their COVID-19 jab

Alternatively, if you do not have internet access you can call 119 free of charge to book. For updates on walk-in clinics for Covid vaccinations please check our Facebook page.

Public Health England

Pregnant?

Have your COVID-19 vaccines!

It is important to have both doses of your COVID-19 vaccine to protect you and your unborn baby. COVID-19 infection is currently circulating and can be serious for pregnant women. Thousands of pregnant women have been safely vaccinated in the UK and worldwide.

Call 119 or go online to www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/ to register for your vaccination appointment. You can also attend walk in, mobile or pop up vaccination clinics in your area.

COVID-19 immunisation
Helping to protect you and your pregnancy

Welcome Spencer Cacey Our Strategic Business Manager



Spencer has worked for the NHS for several years and is legally qualified. He was also a former professional rugby player with Saracens and London Irish.

Spencer said

“I am delighted and proud to be joining such a wonderful GP Practice. I hope that my experience within the business world and working within the NHS will help me continue to help and develop the practice further.

Our ethos at the practice is to continually improve the health, well-being and lives of those we care for.

I will ensure we remain true to this ethos and will strive to provide our patients with the best health care provision we can”.



Doctors

Dr Howard Ball
Dr Simon Purchas
Dr Gaetan Lin Sin Cho
Dr Rawlins Murthy
Dr Grace Moon
Dr Kayleigh Smithson
Dr Robert Hutchinson
Dr Sarah Keast

Paramedics

Henry
Mark

Reception

Rhiannon
Louise
Julia
Kerrie
Tracy
Charlotte
Char
Nikki

Practice Management

Mr Spencer Cacey
Mrs Debbie Barnicoat
Miss Verity Allen
Mrs Patricia Lin
Ms Helen Adams

Administration

Sandra
Becky
Barbara
Angela

Dispensary

Sam
Jenna
Jane
Yvonne
Hannah
Jo
Grace
Lisa
Belinda
Emma
Karen

Nurses

Georgie
Kathy
Alice
Clare

Healthcare Assistants

Gloria
Joanne
Tegan
Paula
Tegen

Pharmacist

Carla

Medical Secretaries

Rebecca
Emily
Emma

Delivery Drivers

Paul
Colin

Flu Vaccinations

Flu season is on its way.

We are still awaiting information before we can confirm the details of our rollout of flu vaccinations.

Any updates will be shared on the Probus Surgery Facebook page or available from reception. To check your

eligibility beforehand please visit <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/



Dispensary

Dispensary telephone lines (01726 882745 and select Option 1) are open from 8.30am until 11.00am and 3pm until 6.00pm (except Bank Holidays) to answer any queries or concerns you have regarding your medication.

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.

Social Prescribing is a method of connecting individual patients with non-clinical sources of support within the community.

This service can help you by providing support:

- to live more independently & improve social connections •
 - live a healthier lifestyle and be more active •
 - with mental wellbeing • with financial problems •

Please speak to a member of our team to be referred to our Social Prescribing Team if you feel this service could help you.

Free Delivery Service

Regular repeat medication drops are made to the following locations on 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.



Message From Dr Kayleigh Smithson:

Although a challenging year it was also a pleasure as a practice to play a large part in the covid-19 vaccination rollout and as part of this meet many new faces of patients at the centres and on the visits. We also have some new faces and roles at the surgery this year including our two paramedics Henry and Mark, whom are working hard alongside the on call GP to deal with your daily emergencies, as well as Josie our mental health therapist and Carla our pharmacist, both with us on Wednesdays. I wanted to make a special thank you to our dispensary staff including our delivery drivers Colin, Paul and Phil (who has recently retired) who have all continued to try their best to meet the demand and get your medications out to you and deliver to those that were most vulnerable not only through the pandemic but long-term.

All of us at Probus surgery will continue to support you in the best way we can whatever this autumn and winter throws at us and thank you all for your ongoing support as patients.

Dr Kayleigh Smithson- GP partner and Dispensary Lead.

We are committed to providing the best possible healthcare experience for each and every one of our patients.

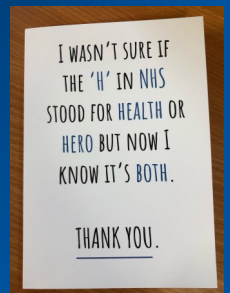
Here is some feedback we have received in recent months:

"I just wanted to say how friendly, helpful and kind the receptionist Tracey is. I have spoken to her a few times now and nothing is too much trouble and she always goes out of her way to find out the answers and help me in any way she can"

"To all the staff at Probus who looked after me last week when I wobbled in in the middle of a heart attack... THANK YOU!!!"

"Just to say thanks for doing my script in a hurry for my holiday"

"Thank you to all the staff for their hard work over the past weeks giving the Covid vaccine. Well done all of you on your mammoth task."



Patient Participation Group (PPG)

In order to improve our services to you and how you perceive the surgery and its staff, Probus Surgery has a Virtual Patient Participation Group.

As part of this group you will be emailed by the practice asking for your views regarding issues from cleanliness of the Practice to services provided by our GPs and staff, and new service proposals being discussed at commissioning level.

You may also have the opportunity to attend a meeting at the surgery.

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.

You can also download a [A Guide for Working Together](#) for a copy of the Care Quality Commission and Patient Participation Groups booklet.

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.

Step 1: Download the Livi App

Sign up and select your existing GP practice.

Step 2: Book an appointment at a time that suits you.

See a GP online the same day, or book up to 5 days ahead. You will receive a call through the app from your GP to start your appointment.

Step 3: Receive medical advice, prescriptions and referrals.

Livi GPs can offer medical advice, arrange for prescriptions to be delivered to a pharmacy near you, and make referrals to a specialist when necessary.

Farewell to long waits and clashing commitments!

When you need an appointment quickly and conveniently, Livi is there to help. Accessible 7 days a week, including evenings and weekends, with same day appointments available. With over 3,000,000 online appointments available – book your appointment with Livi today. For more information please visit the LIVI website – www.livi.co.uk You can download the app via the apple or android store on your compatible device.

See a GP by video. In minutes.

- ✓ GP appointments from home, work, or on the go
- ✓ Get medical advice, referrals and prescriptions
- ✓ Free NHS service in eligible areas



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.



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.

Data Service

Update Regarding Data Sharing With NHS Digital 04/08/2021

Originally from 1 July 2021 it was announced data may be shared from the GP medical records about:

- any living patient registered at a GP practice in England when the collection started - this includes children and adults
- any patient who died after this data sharing started, and was previously registered at a GP practice in England when the data collection started

This was then pushed back to September 2021 before being postponed imminently.

The NHS will not share your name or where you live. Any other data that could directly identify you, for example your NHS number, General Practice Local Patient Number, full postcode and date of birth, is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital.

This process is called pseudonymisation and means that no one will be able to directly identify you in the data.

The NHS needs data about the patients it treats in order to plan and deliver its services and to ensure that care and treatment provided is safe and effective. The General Practice Data for Planning and Research data collection will help the NHS to improve health and care services for everyone by collecting patient data that can be used to do this.

Please search the link below for more information:

<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/gp-privacy-notice>

You can opt-out of Data Sharing at any point by requesting a Type 1 Opt-out form from reception.

Shingles Vaccination

Public Health England

As you get older shingles can be very painful and really affect your quality of life.

NHS

Are you **70-75** or **78-79** years of age?
Then you are eligible for your shingles vaccination

Speak to your GP practice today about having your shingles vaccination

Immunisation The safest way to protect children and adults

Loneliness

#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

Together we can combat loneliness and look after each other's mental wellbeing. Take on the #PhoneAFriend challenge. Pick up the phone, call someone who might be lonely and then tag 3 friends and challenge them to do the same.

Alcohol Change

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: <https://alcoholchange.org.uk/help-and-support/get-help-now>



Better Health

There are loads of different ways to feel fitter and healthier and now is a great time to make a change. Visit nhs.uk/betterhealth for support and tools to help with losing weight and getting active.

Health Visitors



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
- 2-2½ 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

Mental Health

NHS

outlook: SOUTH WEST
Part of Cornwall Partnership NHS Foundation Trust

"The best way to get things done is simply to begin."

If you need help with anxiety or depression, self-refer to the Outlook South West IAPT service today.

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



NHS Cornwall Partnership NHS Foundation Trust

Supporting Men's Mental Health in Cornwall

Man down is a Cornwall based group offering safe spaces to meet the current emotional and mental health needs of men who are struggling to cope with the everyday pressures facing them in our modern society. For more information please visit their website <https://www.mandown-cornwall.co.uk/>



Young Persons Support Group



20% OF ADOLESCENTS MAY EXPERIENCE A MENTAL HEALTH PROBLEM IN ANY GIVEN YEAR

TUESDAY 4.30PM-5.30PM FOR AGE 14-16 YEARS

FRIDAY 4.30PM-5.30PM FOR AGE 16-19 YEARS

TOPICS INCLUDE ANXIETY, NUTRITION & WELLBEING. HEALTHY RELATIONSHIPS AND SELF-HARM.



WWW.VALUEDLIVES.CO.UK
0800 260 6759

Use our self-help app to track your mood and find practical tips and techniques to look after your emotional health.

Be kind to yourself every day

SAMARITANS

To find out more, visit selfhelp.samaritans.org



The emergency department and 999 are for serious and life threatening conditions

#ChooseWell Cornwall

When you think you need A&E on holiday, think NHS 111 first.

Go to 111.nhs.uk or call 111.

111 help us help you

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



Cornwall and the Isles of Scilly Health and Care Partnership

We love our jam first but not our emergency department jammed fast. Please choose the right service for health advice this summer.



Visit kernowccg.nhs.uk/choosewell for more info



Beware the weever fish!

If you get stung, ask a lifeguard or someone with first aid training for help. Call 111 for advice.

Get expert advice for common childhood illnesses

Download the free HANDi Paediatric app



Not sure what to do when your child is unwell?

Download the free HANDi Paediatric app

ANDROID APP ON Google play

Download on the App Store

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

Find information and support for your mental health.

Visit the Mental Health Hub

www.nhs.uk/mental-health



ASK FOR ANI

#YOUARENOTALONE

Action Needed Immediately

For anyone experiencing domestic abuse

It's time to look after yourself



You've looked after them all their lives. Now, how about you?

The NHS Breast Screening Programme saves 1,400 lives every year.

All women aged 50 and over are entitled to regular breast screening. Some things are worth making time for.

For more details, speak to your GP, call NHS Direct on 0845 46 47 or visit www.cancerscreening.nhs.uk

Breast Screening Programme

Going on holiday?

Remember to pack your medicines.

111 help us help you

Make Yourself Heard

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

- Dial 999
- Listen to the questions from the 999 operator
- Respond by coughing or tapping the handset if you can
- 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 until women & children are safe NPCC National Police Chiefs' Council

Support For New Dads

As a new dad you will feel excited, but you may also feel left out, unsure or overwhelmed.

Dadpaduk can help 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/>



Breastfeeding Support

Got questions about breastfeeding, or need some support? The national breastfeeding hotline is just a phone call away.

For confidential breastfeeding information and support, call the helpline on 0300 100 0212.

Lines are open 9.30am to 9.30pm everyday.

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, Highertown, TR1 3LD.	10am - 12pm

The South West Multiple Sclerosis (SWMS) Network aims to develop greater awareness of clinical trial opportunities that are available for people with MS within all parts of the South West region.

- Clinical trials test if new treatments are safe and effective and how they improve quality of life.
- Not only may you be one of the first people to benefit from a new treatment, you will be involved in changing the future of MS.
- A number of potential treatments for progressive and relapsing MS and specific MS Symptoms are being, or will soon be, studied within the South West region and there are opportunities to get involved.

If any of the below criteria applies to you then there may be research opportunities available to you:

- You have advanced MS of any type
- You have Primary Progressive MS and are under the age of 65.
- You have highly active Relapsing MS or you have broken through your current treatment.
- You are aged between 18-60, have Secondary Progressive MS and feel you have deteriorated over the past year.
- You have MS of any type and you suffer with Spasticity.

Interested or want more info? Contact the South West MS Network Research Coordinator, charley.evans@nhs.net



COMMUNITY FOOD LARDER

PROBUS
PARISH
CHURCH



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

Opening Times:

Monday
4-5

Wednesday
2:30-3:30

Friday
9-10

Saturday
9:30 – 10:30

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.



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.

Some of the services they provide include Macmillan garden & DIY projects, the HOPE programme, social prescribing, stroke befriending service, Early Help Hub for children & young people, & Coronavirus support.

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>

Cornwall Carers Service



Adviceline 01736 756655



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.



COULD YOU.....?

Help run our
cafe



Become an volunteer
oxygen chamber
operator



Help run our
day respite
service



Volunteer in
the
community



Help us to help others

For more information on volunteering please contact our Volunteer Coordinator caroline@merlinmscentre.org.uk

01726 885530

Probus Memory Café

Volunteers and Committee Members required

Due to the Pandemic, the Probus Memory café had to stop having its fortnightly meetings in March 2020. However, it may now be possible to start planning for a resumption of these rewarding, get-togethers for individuals and their carers later this year.

For a variety of reasons, new volunteers and committee members are urgently needed to lead and restart the Café meetings. Anyone wishing to take on a new worthwhile challenge and contribute ideas and enthusiasm, and welcome people with memory loss back for some much missed social engagement please contact Claire for more information.

There are funds and a good stock of equipment already in place.

For further information, please contact Claire via email: promemcf@gmail.com

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

Alternatively, if you would prefer a personable approach and would like 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 Winter 2021 edition