

Probus & Grampound Surgeries Newsletter

May 2012

NEWS NEWS NEWS NEWS NEWS

Farewells!

Dr Tisdale

We are sorry to see the retirement of Dr John Tisdale after 30 years at the surgery.

Dr Tisdale trained in Liverpool in the 1970s, graduating in 1977. Having moved to Cornwall he joined the partnership at Probus in 1981 as a full-time GP. His interest in minor surgery grew and he became very experienced in a variety of procedures and specifically vasectomies. The clear benefits of undertaking such low-risk procedures at the GP surgery drove him to undertake more and more. He gradually reduced his GP commitment and worked entirely as a primary care surgeon at the practice. With his surgical colleagues, Dr Tisdale performed a wide variety of procedures including hernias and hand surgery at Probus Surgical Centre.

John will be greatly missed by patients and colleagues alike, as he always gave 110%. John has performed over 1000 hernias in the last ten years.

Mr Dhumale

We are also sorry to see Mr Dhumale retire. Raj was a qualified Consultant Surgeon whose career initially centred around cardiac surgery. His interest in providing surgical services from a GP setting started in 1994 and he undertook further training to qualify as a GP to facilitate this work. He was the first GP to perform and offer hernia surgery in the UK from a GP surgery in Norfolk. He was awarded the 'Doctor of the Year' in 1997 for this innovative service in Primary care.

Having met a surgeon abroad who had worked at Probus Surgical Centre he became interested in the work being undertaken in Cornwall and was lured here permanently in 2005 to bring his expertise in Probus and join the GP partnership.

Raj will be missed by staff and patients alike.

Dr Gilfillan

We sadly saw the departure of Dr Jana Gilfillan in August 2011 to take up a post in Truro.

Dr Gilfillan qualified in South Africa and trained as a GP in Cornwall and the West Midlands. She has been a GP since 2000 and joined Probus Surgery in 2003. Jana was a highly valued member of the team and she is greatly missed by both patients and staff alike, we all wish her well in her new role.

Around the Patch

News from other sites

Grampound & Merlin Centre

The Practice is pleased to announce that following a lengthy consultation process with the PCT, which included talks with our patients, an agreement to the following changes to Grampound and The Merlin Centre clinics have

been made. The practice would like to thank their patients for their support in this matter and to reassure them that the practice will continue to provide an excellent service and a continuing presence in Grampound and at The Merlin Centre. The new timetable for Grampound surgery and the Merlin Centre can be found on the back page of this Newsletter.

Email: enquiries@probus.cornwall.nhs.uk

Website: www.probusurgery.co.uk

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Tregony

From the 16th April 2012 Tregony clinics changed to booked appointments only on Mondays and Thursdays to see a GP, so that patients can plan when to be seen and do not have to sit and wait as part of an open clinic. Pre-bookable appointments are also still available for our nurse clinics on Wednesdays, predominately run by our Senior Practice Nurse Michele. We are grateful to Roseland Parc for providing us with the facilities.

Summencourt

We are delighted to report that the IT system is up and running at the Memorial Hall. This provides the Doctors with full access to patient's medical history and medications. We are very grateful to the trustees of Summencourt Memorial Hall and Mrs Walters for supporting us.

Referral Management System and BMI's

In Cornwall, as in most parts of the country, GP referrals are now sent via a referral management booking system with the aim that the patient is offered a choice of appointments, in terms of location and timings as well as making sure that you see the most appropriate clinician to deal with the problem. Sometimes, this will mean being booked in for a gastroscopy or scan etc before seeing a hospital doctor.

If you are referred to hospital, please ensure that we have your current telephone number, a recent blood pressure and your height and weight. If you are not available for the Referral Management Team to contact you in the 2 weeks after the GP sees you, please inform the practice otherwise the referral may not be processed by the RMS and you will need to see the GP again.

Late Clinics

If you find it difficult to get to the surgery during normal surgery hours (8.30 - 6.00pm) we can offer you a limited number of evening appointments from 6.30 - 7.15pm. There are four late clinics offered per week on a pre-bookable basis and run by one of our GP partners on a rotational basis (usually 2 GP partners on 2 nights of the week). All you need to do is ask our receptionists for a late clinic slot when booking your appointment.

Changes to Dr Round's working week

As from 1st July 2012 Dr Round will be reducing his hours. After this date Dr Round will be available on a Tuesday and Wednesday only, running clinics at Probus and Grampound sites.

Reception Triage Appointments

The reception team at Probus and Grampound Surgeries can answer in the region of 300 calls a day, the majority of which are patients wishing to make an appointment to see a GP. Please do not be alarmed if the receptionists ask the reason why you wish to see a GP, they only ask this

question in order to establish the best possible GP for you to see and to be able to provide the On Call doctor with a reason for you attending an emergency appointment if you have requested to see a GP urgently.

3,470 appointments wasted last year

We would like to make a plea to all our patients who are not able to keep their appointments. Last year we had 1,244 patients who did not attend their appointment with a GP and 2,226 patients who did not attend their appointment to see a Nurse. I am sure you will agree, that with 8,486 registered patients, the demand for appointments is tremendous and if you are unable to keep your appointment it is vital you phone the Surgery to cancel, in order for us to be able to offer the appointment to someone else who needs to see a GP or Nurse.

The Surgery will now be writing to patients if they DNA (Did not attend) their appointment on 3 or more occasions to try and highlight the importance of cancelling your appointment if you are unable to keep it. So far this year 315 patients have not attended their Doctor's appointment and 448 for the Nurse. Please help us to help you.

Probus Patient Group (PPG)

Probus Surgery has approximately 150 members signed up to the PPG. The practice is concentrating on contacting the patients via email with approximately four meetings per year with the practice to discuss health related issues. If you are interested in being contacted via email or if you would like to be part of the liaising groups please contact the surgery with your name, email address and telephone number.

Patient Survey

The practice would like to say a big thank you to Sandra Davies and the Probus Patient Group who compiled the patient survey and gathered the information together for the practice to use in their report this year. Many thanks to all those patients, who were randomly selected and completed and returned the form. A copy of the report with the results can be found on our website www.probusurgery.co.uk. The surgery had an overall result of 98% for the service we provide to our patients. One issue that many patients were not aware of is that we have an overflow car parking area within the playing field across the road. This is available from 8am to 6.30pm.

Our Community Support GETTING REPEAT MEDICATION CLOSER TO YOU

We would also like to take this opportunity to thank our local post offices and shops in Ladock, Tresillian, Grampound Road, Sticker and Tregony and Mrs Waters in Summencourt, because without their support, we would

not be able to provide the repeat prescription pick up and delivery service. Judging by the growing number of patients who use this service, you find it very beneficial.

Flu Clinics

There will be a flu clinic on Saturday 13th October – **please make a note in your diary**. The practice no longer sends out letters to remind patients, but we will be promoting the clinic in a variety of ways...look out for the posters and adverts in the village magazines and around the villages to remind you.

Friends of Probus Surgery

Thank you to all those involved in our Friends Group for the hard work and dedication over the last 12 months.

The Friends carried out their usual fundraising activities before Christmas, selling raffle tickets for their grand draw and Christmas cards both during the surgeries and at the flu clinic. A significant amount of money was raised and items are being purchased for the practice, i.e. pulse oximeters for use by the District Nurses and to try to cut the waiting time for patients, a new 24hr blood pressure monitor for the nurses use. The Friends held a Car boot sale at the Practice in May and there is a possibility of another Garden Fete in July following the Jubilee. Watch out for more details.

2010 achieved 10% reduction on electricity and solar panels.

Probus Surgery as a whole managed to reduce Co2 admissions by 10% last year and at the beginning of March we had solar panels installed by Cleanearth. We have 40 panels providing us with electricity. So far it has produced 756KWh of electric, in the first day it produced 9 KWh of electric which is the equivalent to boiling a kettle 60 times.

Green Fingers

Many of the gardeners amongst you will have noticed the gradual transformation of our surrounding green areas over the past years. They have slowly developed a more vibrant appearance under the expert care of Adam Carveth. He has even put to use a big supply of local Cornish mulch, courtesy of Probus Young Farmers.

Exercise Group

Exercise classes have been up and running for some time now and are taken jointly by Dr Ball and Rose Hall. These classes are run on a private basis and are ideal for people aged 40-70 years old, who are overweight or have health related issues.

If you are interested and want to find out more about the Fitness Course, please contact Rose Hall on 07596686906

email: mail@quadricepts.co.uk or Dr Ball at Probus Surgery on 01726 882745. Advanced booking is essential.

Website

www.probusurgery.co.uk – please visit our website to update your clinical information, change your contact details (i.e if you move house or have a new telephone number), order your medication, download forms, and keep up to date with latest developments. Ideas on how this can be improved further are always welcomed.

Help Us Contact YOU Quickly

Please can all patients consider giving us details of a second contact telephone number, such as a mobile or work number, which we may add to your records. On rare occasions, we may need to contact you urgently regarding a result or need to change an appointment time for that day etc. You can either fill in a slip when you next visit the surgery, or go on our website www.probusurgery.co.uk.

Toenail service

Age UK (previously Age Concern) have set up a nail cutting service for people over the age of 50 years in several GP surgeries throughout Cornwall. The NHS podiatry service has not been in position to offer this for a number of years. From April 2012 this will be available at Probus Surgery. In order to arrange an appointment, please complete a referral form from Reception and return it to Age UK Cornwall. There is a £15 initial appointment charge which includes the purchase of your personal nail cutting set, each subsequent visit will cost £6. The Age UK staff carrying out this service have been trained by the state registered podiatry service but are unable to treat callus or corns. If you are interested in this service, please ask for a referral form at Probus or Grampound reception or from our web site. Please note the appointments are arranged by Age UK and not our reception team.

Congratulations corner

A very well done to Yvonne, our latest member of the Dispensary team, who has just completed her NVQ level 2 in Pharmacy Services. A big welcome to Sam who has replaced Yvonne on the front desk for Dispensary. Both ladies have been a great asset to the team.

Congratulations to our salaried GP, Dr Rawlins Murthy, who's wife Lesley gave birth to a "ansome" baby boy in June 2011

We also welcomed back our GP trainee, Dr Natasha Vanstone from maternity leave. Natasha gave birth to a beautiful baby girl in June 2011. Welcome back Natasha!

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New Time Table for Grampound and The Merlin Centre

As from 1st July 2012 these will be the new opening times:

	Grampound Surgery	Grampound Dispensary	Merlin Centre
Monday	Open 8.30-11.30am 2x GP 1x Nurse	Open 8.30-12.30pm	No Clinic
Tuesday	Open 8.30-11.30am 1xGP	Open 8.30-12.30pm Medication drop off at surrounding villages and to authorised house bound patients	1x Nurse led clinic
Wednesday	Open 2.00-6.00pm 1x GP 1x Nurse	Open 2.00-6.00pm	1x GP clinic, alternating between morning and afternoon
Thursday	Closed	Closed	1x Nurse led clinic
Friday	Open 8.30-11.30am 2x GP 1x Nurse	8.30-12.30pm Medication drop off at surrounding villages and to authorised house bound patients	No clinic

If you have any queries regarding this new time table please do not hesitate to contact the surgery for clarification.

Drs Round, Bridger, Ball, Campbell, Purchas & Lin

The Surgery, Tregony Road, Probus, Truro, Cornwall TR2 4JZ

Tel: 01726 882745 Main Fax: 01726 883945

Dispensary Fax: 01726 885548

The Surgery, Mill Lane, Grampound, Truro, Cornwall TR2 4RU

Tel: 01726 882521 Fax: 01726 883536

Email: enquiries@probus.cornwall.nhs.uk **Website:** www.probusurgery.co.uk