



# THE PENRYN SURGERY

SARACEN WAY  
PENRYN  
CORNWALL TR10 8HX

Tel: 01326 372502  
[www.penrynsurgery.co.uk](http://www.penrynsurgery.co.uk)  
Email : [docs@penryn.co.uk](mailto:docs@penryn.co.uk)



## BRANCH SURGERIES

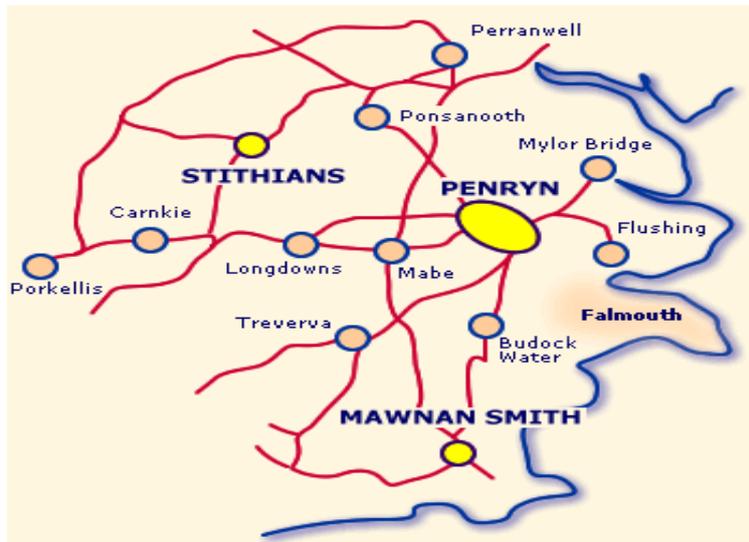
Stithians Surgery  
Crelow Lane  
Stithians  
TR3 7BA  
01209 860170

Mawnan Smith  
The Square  
Mawnan Smith  
TR11 5EP  
01326 250861

## Welcome to The Penryn Surgery

The practice was established in the Manor House, Market Street, Penryn in the 1920s. Our current purpose built surgery was opened in the summer of 1990. We are a partnership of 13 doctors, practice nurses, community nurses, health visitors, midwives, as well as other health care personnel working from the building. We are a training general practice and there is usually a GP Registrar working with us for a year at a time.

We hope that you will find this booklet helpful. If you do have any suggestions on how we might improve the service we offer, please let us know. Patient feedback/suggestion forms are located in the waiting room, alternatively speak in person to your doctor, receptionist, or the duty manager.



### Practice Area

We are a large General Practice, centred around our main surgery at Penryn where most of the administration and services are based.

We also operate branch surgeries at Mawnan Smith and Stithians, and provide clinical sessions at Penryn Campus during term times. The surgery accepts patients from Penryn, Falmouth, and all villages and countryside shown on the above map.

## The Doctors

- Rob Beckett MB ChB 1984 DRCOG
- Alison Best MB ChB 1995
- Ian Brown MB BS 1986 DGM DCH DRCOG
- Helen Burns MB BS 1982
- Chrissie Dunne MB ChB 1991 MRCGP
- Zoe Freeman MB1994 DFSRH
- Thomas Hackett MB ChB MRCGP
- Charlotte Harvey MB BS 2007
- Ryan Jackson MB BS 2002 MRCGP
- Jonathan Katz MB ChB 1991 DCH DRCOG MRCGP
- Jess Munro MB BS 1996 MRCGP
- Kate Sanders MB ChB 2006 MRCGP
- Stephen Seale MB BCHMA MRCGP MTD MED
- Mike Paxton MB BChir 1974
- Zoe Freeman BM 1994 FSRH

## Opening Hours

### Penryn

**Doors Open** Monday - Friday 8.00 am - 6.30 pm\*  
Extended Access  
Appointments 7.00 am - 8.00 am two days per week

**Telephone** Monday - Friday 8.00 am - 6.00 pm

***Penryn Surgery is closed from 1-3 pm on the first Friday of each month for staff training***

### Stithians

Monday 8.30 am - 5.30 pm  
Tues/Thurs 8.30 am - 2.00 pm  
Wed/Fri 8.30 am - 4.30 pm

### Mawnan

Monday - Friday 8:30 am - 12:30 pm  
Nurse clinics Tuesdays and Thursdays

### Penryn Campus

Mon/Tue/Fri varies from 8:30 am - 11:30 pm  
Wed/Thurs varies from 2:00 pm - 4:30 pm

## How to Register with the Practice

Please ask for a registration form and patient questionnaire from one of our receptionists, or download a registration form from our website: [www.penrynsurgery.co.uk](http://www.penrynsurgery.co.uk) The completed form is sent to the Health Authority to request your records from your previous GP. The notes may take several weeks to arrive. If you have a serious illness, we can request your notes urgently to arrive within a couple of weeks. The questionnaire provides us with basic information about your health; this is transferred to your personal health record.

## How do I see a Doctor or a Practice Nurse?

We encourage our patients to book their appointments online with the GP, either in advance or from 8am on the same day. Simply see one of the reception team with a form of photo ID to obtain your username and password. Appointments and prescription requests can be booked online through our website [www.penrynsurgery.co.uk](http://www.penrynsurgery.co.uk). Practice Nurse appointments are booked through reception. Alternatively, you can phone our friendly reception team who will book you an appointment.

## Appointment Mix

The doctors offer a mix of 'same day' and 'advance booking' appointments.

Nurse appointments are advance booking appointments although we may be able to offer an appointment on the same day if required.

If you need an appointment for a coil or an implant fitting or removal, please make this clear at the time of booking. This will enable us to order your device.

Appointments are 10 minutes long. Double appointments are available on request for complex or multiple problems. Unless there are extenuating circumstances we ask that one appointment is used to discuss one ailment/problem. This helps us to ensure appointments run on time and the patient after you is not kept waiting.

Please make your appointment with a Practice Nurse instead of the doctor for the following: ear syringing, dietary and lifestyle advice, cervical smears, childhood immunisations and for travel advice and vaccinations.

## **Appointments**

Please see our 'How to make an appointment' leaflet for full details.

Appointments can be booked online or by telephone, either in advance or on the day.

If you are telephoning on the day to make an appointment it is advisable to call as close to the telephone opening time of the surgery you wish to be seen at.

If all the appointments are filled for the day, you will be offered the next advance/available appointment, or may be asked to call back the next day. If your problem cannot wait, the receptionist will take your name, contact details and a brief description of your symptoms to pass on to the on-call duty team to be triaged. You will then receive a call back from a member of the on call duty team with appropriate advice or a sit and wait appointment with the emergency GP for that day at Penryn Surgery.

We also offer extended surgeries for working patients from 7.00am - 8.00am . These access appointments are also booked in advance and online.

If you have booked an appointment with either the doctor or the nurse and you no longer wish to attend please cancel this appointment. This will enable us to offer the appointment to someone else.

If you need transport help to get to the surgery, this can be arranged through Transport Access People (TAP) on 01872 223388.

## **Urgent Appointments**

If you need to be seen urgently please advise the receptionist. If we have run out of routine appointments, the receptionist will take details of your symptoms and a member of the on-call team will call you back with advice or an appointment for you to be seen by the on-call duty doctor. The on-call duty doctor carries out visits and has surgeries throughout the day and if the doctor is on a visit or attending an emergency you may be required to wait.

## **Home Visits**

If you need a home visit, please phone Penryn, Mawnan Smith or Stithians Surgery before 10.00am This will help the doctors plan their rounds and avoid unnecessary delays. Visits are for the housebound and those too ill to go out. If you are unwell, but able to travel, it is often quicker to be seen in the surgery.

## Clinic Sessions and Telephone Line Opening Times

We try to offer all patients an appointment on the day of request. We suggest you phone the surgery you wish to attend on the day.

|               |              |              |
|---------------|--------------|--------------|
| Penryn        | 01326 372502 | from 8.00 am |
| Stithians     | 01209 860170 | from 8.30 am |
| Mawnan        | 01326 250861 | from 8.30 am |
| Penryn Campus | 01326 372502 | from 8.00 am |

## Doctors Appointments

|                               | Morning    | Afternoon | Mornings<br>(Tues & Thurs) |
|-------------------------------|------------|-----------|----------------------------|
| <b>PENRYN</b>                 |            |           |                            |
| Monday-Friday                 | 8.30-11.30 | 2.30-5.00 | 7.00-8.00                  |
| <b>STITHIANS</b>              |            |           |                            |
| Monday                        | 8.30-11.30 | 3.00-5.00 |                            |
| Tuesday-Friday                | 8.30-11.30 |           |                            |
| <b>MAWNAN</b>                 |            |           |                            |
| Monday,<br>Wednesday & Friday | 8.30-11.30 |           |                            |

## Practice Nurse/HCA Appointments

|                    | Morning    | Afternoon | Mornings<br>(Tues & Thurs) |
|--------------------|------------|-----------|----------------------------|
| <b>PENRYN</b>      |            |           |                            |
| Monday-Friday      | 8.30-12.00 | 1.45-5.30 | 7.00-8.00                  |
| <b>STITHIANS</b>   |            |           |                            |
| Monday-Friday      | 8.30-11.50 |           |                            |
| <b>MAWNAN</b>      |            |           |                            |
| Tuesday & Thursday | 8.30-12.15 |           |                            |

## Clinical Pharmacist

We have a clinical pharmacist working alongside the doctors. She performs medication reviews with patients and deals with any changes to your medication. This includes providing help to manage long-term conditions, advising patients taking multiple medicines and delivering clinical advice about treatments. You may speak to her rather than a doctor for matters related to medication.

## Minor Illness Nurse

Our Minor Illness Nurse has undergone a period of intensive training and is therefore able to undertake many consultations and examinations of adults and children, which otherwise would have been carried out by the doctor.

## How do I see a Doctor Out of Hours? PHONE 111

If you phone the surgery outside of opening hours you will be automatically transferred to the **out of hours** emergency service provided by NHS111. Please do not call unless you require urgent medical attention. In your interests, NHS111 Urgent Care record all incoming calls. These recordings are strictly confidential and are stored with exactly the same care as your written medical records.

Alternatively Camborne/Redruth Hospital is open everyday from 8.00am to 10.00pm, 7 days a week.

The hospital can be found at:  
Barncoose Terrace  
Redruth  
TR15 3ER

Telephone Number: 01209 318000

## Results

If you have been asked to telephone for the result of tests, please do so after **2.00 pm**. If the result requires you to make an appointment to see your doctor, the receptionist will be able to advise you when the doctor has a surgery and to book your follow-up appointment.

## Who Works Here

The GPs as listed at the front of this brochure

## Registrar and Other Doctors

We are a training practice which means we have a GP registrar working with us for a year at a time. The registrar is a fully trained doctor with several years of wide ranging experience working in hospitals before coming to general practice. The registrar year is generally the final step before seeking a permanent post as a GP.

From time to time you may be offered an appointment with a locum. There are also times when we have medical and nursing students sitting in with the doctors - if you would rather be seen alone please do not hesitate to say so.

## Practice Nursing Team

We have a team of 11 Practice Nurses, a Minor Illness Nurse, an Assistant Practitioner and 2 Health Care Assistants led by Sue Phillips.

The practice nurses' responsibilities include general nursing such as routine injections, travel advice and inoculations, dressings and follow-up of injuries, removal of sutures, ear syringing and telephone advice on minor illness. They also hold clinics for asthma, aural hygiene, coronary heart disease, diabetes, prostatic assessment, spirometry, eldercare, cancer care and well person.

Our Healthcare Team are phlebotomists and undertake annual health reviews and NHS health checks. You can make an appointment with them for your blood tests and ECGs. We also have a self-check blood pressure monitor in the waiting room for patients' use.

## Chaperones

The doctors and nurses at the surgery are acutely aware of the difficulties faced by both their patients and themselves when carrying out intimate examinations in the consulting room. Please do not be afraid to request a authorised chaperone to be present in the room; we will not be offended.

## Duty Managers

There is always a duty manager available who is responsible for the day to day running of the practice - anything non medical. They will be able to help you with any administrative problems you may have.

## The Receptionists

They answer all incoming phone calls to the surgery, deal with all incoming enquiries and are available Monday—Friday 8am-6.30pm. Their job is very demanding so please be patient with them.

## Prescription Clerk

We have a prescription desk where all medication orders and queries are dealt with. This service is available Monday—Friday 10am-5pm. The Prescription clerk can be contacted directly on 01326 371421 for enquiries. **We do not accept medication requests by telephone.**

## The Admin Team and Medical Secretaries

This team type the referrals and other letters, update the computer records with information, scan letters, keep the records in order and help us keep our quality targets up to date!

## Community (District) Nursing

Simon Pamphilon leads the team of up to 6 nurses. Our community nurses provide nursing care and advice to patients who are housebound due to illness or infirmity, and to patients recently discharged from hospital. They can be contacted through the receptionists at Penryn.

## Community Matron

Samantha Mullins is our Community Matron, she provides expert advice to patients with various long term conditions. She works with the doctors and community nurses to maintain care for these patients.

## Social Services

Social Services help with all kinds of social problems. Their teams include homecare organisers, social workers and occupational therapists. Social services can be contacted on 0300 1234 131.

## Pharmacy and Dispensary

Penryn Surgery owns Hendras Pharmacy and can provide pharmacy and dispensing services at our Penryn Surgery site in addition to pharmacy services from Hendras Pharmacy, 44 Market St, Penryn. All our patients can obtain their medication from our pharmacy, dispensary or branch surgery dispensaries.

Our pharmacists can offer advice on medication, provide over-the-counter sales of medicines, vitamins and mineral supplements, and advise on medical requirements for travellers including anti-malaria treatment.

Pharmacists can also be consulted on a range of minor ailments, listed below, which may save you a trip to the GP.

### Pharmacy Minor Ailments

Conjunctivitis, Cystitis, Impetigo, Nappy rash, Oral thrush and Emergency Contraception. They can also provide expert advice on common illnesses such as coughs, colds, sore throats and earache, which may save you a trip to the GP.

If you live more than a mile from a chemist you can apply to collect your medication from our dispensary. For patients living in Mabe, Mylor, Rame, Perranwell and Ponsanooth, we offer a delivery service to a local post office or store. Please ask for a form from Penryn Surgery dispensary. Once this has been completed, any prescription requested before 11am will be ready at your local collection point after 4.30pm three working days later.

## You can help us by:

- ◆ Making sure you have not run completely out of your medication before ordering more. If ordering on a Friday make sure you have enough to last until Wednesday.
- ◆ Making sure you clearly identify the name and strength of the medication you require. Ideally, keep hold of the counterfoil from your last prescription and use this for your next order.
- ◆ Enclosing a stamped addressed envelope if you require us to send your prescription back to you.

## How to order your repeat prescription

There are a number of ways to obtain your repeat prescription.

**Online at [www.penrynsurgery.co.uk](http://www.penrynsurgery.co.uk).** To use this service, you will need to register for our online services and obtain a password from our reception team (photo ID must be shown, in order to obtain a username and password)

**By post or in person** (there are repeat prescription letter boxes in all our premises) please supply a written request or clearly marked prescription counterfoil. If you require your prescription to be posted back to you, please supply a stamped SAE.

**By dropping your counterfoil** into one of our local collection points—details can be obtained from the dispensary at Penryn Surgery.

Our pharmacies and dispensaries may be able to help with managing repeat orders of your medication, please ask for details.

## Emergency Contraception

The practice is able to provide emergency contraception. Patients who need emergency contraception should make an urgent appointment with the doctor or one of our Pharmacists at the Surgery or at Hendras Market St Pharmacy within 72 hours of unprotected sexual intercourse. This service is free to patients under 25 years. Patients over 25 years will be charged a fee for this service. If you require an emergency coil fitting call THE HUB in Truro to make an appointment on 01872 255044.

## Long Acting Reversible Contraception

Contraceptive implants and injections are available to patients through consultation and assessment by a doctor. The contraceptive injections should be repeated every 12 weeks. Patients must remember to make their appointment in advance of their repeat time; please advise reception that you need to have your appointment on a specific date with the practice nurse.

## Health Visitors

There is a team of Health Visitors based in the Falmouth and Penryn area; they hold clinics here and locally, as below.

All families with children under 5 years have a named health visitor. Our health visitors hold well baby clinics; no appointment necessary.

|   |           |                   |
|---|-----------|-------------------|
| Penryn Surgery                            | Tuesday   | 10.00 am—12.00 pm |
| Bump To Breast<br>Jubilee Wharf<br>Penryn | Monday    | 10.00 am—11.30 am |
| Falmouth<br>Health Centre                 | Thursday  | 10.30 am—12.30 pm |
| Falmouth<br>Health Centre                 | Wednesday | 10.00 am—12.00 pm |

They also provide a great deal of valuable health information, advice and support for all age groups and have a special interest in health promotion. They can be contacted on 01326 430050

## Community Midwife

Our community midwives provide care and advice to women before, during and after pregnancy. Antenatal clinics are held at Penryn Surgery two days a week. The midwives appointments can be made through the Penryn receptionists or by telephone on 01326 430070.

## Mental Health & Counselling Services

Patients are referred by the GP to outside providers Outlook South West and BeMe. Patients can also self-refer to these providers. Useful information on [www.cornwallmentalhealth.com](http://www.cornwallmentalhealth.com)

## Nail Cutting

Age UK run a chargeable toenail cutting clinic at Penryn Surgery. Please ask the receptionists for details of how to book direct with Age UK. Your doctor can also refer you for specific foot conditions or you can self-refer to the community podiatrists.

## **Stop Smoking Advisor**

Christine Cowe works at the surgery through the Health Promotion service to provide counselling and support for patients who wish to stop smoking. You can ask your doctor to refer you or you can self-refer through our receptionists. Once referred, patients will receive information from Christine about how to stop smoking and this will be followed up with counselling sessions and support medication.

## **Other Services Available Through the Surgery**

X-rays and physiotherapy may be suggested by your doctor and these can be arranged at various locations.

Physiotherapy is offered to some patients who fit the referral criteria; this is arranged by the GP

## **Referring to Secondary Care and Patient Choice**

Referrals to a consultant or to another service for more treatment are sent through to the Referral Management Service. The RMS have been tasked to fulfil the choice criteria for patients. All patients are telephoned within a few days of receipt of the referral letter and offered a choice of venue and suitable dates for their treatment.

If you would like a copy of the referral letter, please ask the GP at the time of referring.

## **Other Services Available Locally**

**Minor Injuries Unit** - This unit is based at Falmouth Hospital, Trescobeeas Road, Falmouth tel-01326 430030. It is open every day of the year from 8.00 am to 8.00 pm. They offer a walk-in service for minor injuries such as cuts, sprains, bites, stings, minor burns and suspected fractures.

**NHS 111** - This service is for when you need medical help fast, but it is not a 999 emergency. The service is manned 24 hours a day, 365 days a year. You will be assessed, given advice and directed to the local service that can help you best-that could be an out-of-hours doctor, minor injuries unit, urgent care centre or emergency dentist.

## Clinics

In conjunction with the doctors, the following clinics are held in Penryn by the nursing team. Appointments for some clinics can be made at the request of patients, for others you may be asked to see a GP for assessment initially. Our friendly reception team will advise you on request.

- Anticoagulation Monitoring
- Asthma/Spirometry
- Aural Hygiene
- Diabetes Care
- Dressings and Injections (some injections are administered by a GP)
- Cancer Care
- Contraceptive Advice
- Child Immunisations
- Doppler
- Diet and Exercise
- ECC
- Health Protection - blood pressure, heart disease, stroke follow up
- Influenza Vaccination
- Learning Disabilities
- NHS Health Care Checks
- Phlebotomy/Technician
- Pneumonia Vaccination
- Shingles Vaccination
- Stop Smoking Advice
- Travel Vaccinations and Advice
- Well Woman

## Friends of Penryn Surgery

The Friends of Penryn Surgery are a registered charity who support us by giving their time to fundraise and help during the flu clinics. The Friends use the funds they raise and donations left to the charity to provide equipment to enhance the services that we provide to our patients.

The Friends are always looking for new 'Friends'. If you have time and ideas please contact Gill Glover, Chairperson on 01326 375295 or speak to Carly Whitbread, Reception Manager at Penryn Surgery.

## **Immunisations**

As a result of immunisation programmes, the most serious childhood illnesses such as polio and diphtheria have been eliminated in the UK. As not everybody has had immunisation against whooping cough, mumps, measles, rubella and Hib, these potentially serious illnesses still occur. It is still vitally important that every child is immunised against all of these diseases. Vaccinations are given from 8 weeks of age up to pre-school at the surgery.

## **Access to Notes or Copies of Notes**

Should you wish to see or have copies of your medical notes, you will need to fill out a request form available from reception. An initial £10 deposit is payable at the time the form is completed ( a max of £50 may be payable).

One of our secretarial team will contact you with further details once the form has been processed. Please allow 21 days for this request to be finalised.

## **Medicals, Forms, Certificates and Letters**

The current fees for private non-NHS work can be obtained from reception. The Practice has 21 days to process requests; they are not classed as medically urgent and will not be considered as such. Please bear this in mind to ensure that requests are made in good time for any specific date deadlines.

All non-NHS services require payment prior to your request being undertaken by the Practice.

## Verbal or Physical Abuse

We are committed to taking all reasonable precautions to ensure the health, safety and wellbeing of our staff, patients and visitors, and endeavor to protect them from physical or verbal abuse at all times.

The practice acknowledges that there may be instances of violent and aggressive forms of patient illnesses. These will be discussed with the GP and the patient's medical record will be updated.

Abuse will not be tolerated and may result in removal from the practice list.

## Complaints and Suggestions

At Penryn Surgery we operate a standard, nationally agreed, NHS procedure for handling complaints. Please ask a receptionist for a complaint form or telephone the surgery to speak to the duty manager. Complaint forms can be downloaded from our website and are available from reception by request. We appreciate all feedback; this helps us to improve our services.

## Access

**Penryn Surgery** - The footpath from the town centre is suitable for wheelchair use. There are three disabled parking spaces near to the main surgery entrance at the top of the slope. If you are driving a disabled person to the surgery but are able-bodied yourself, please drop them off at the main entrance and then park in the car park. There is a wheelchair available for use in the reception lobby.

**Stithians and Mawnan Smith Surgeries** - There is a small parking area in front of the building for drivers. Both surgeries have been converted from bungalows and all facilities are accessible on foot and have wheelchair access ramps

## **Confidentiality**

You can rest assured that ALL members of the team are bound by the same strict rules governing absolute confidentiality of your medical details, as are the doctors themselves. You can help us by not asking for information about another patient unless they are very young or are not able to make decisions for themselves.

We provide a confidential service for young people in sexual and other health issues. This applies even if you are under 16. You can be sure that anything you discuss with any member of this practice - doctor, nurse, dispenser or receptionist—will stay confidential.

## **This Leaflet in Other Formats**

If English is not your first language we may be able to provide a translation. Please contact 01326 372502 should you require this.

## **NHS England**

Contact details

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

|  |               |
|--|---------------|
| Age UK                                       | 01872 266388  |
| Alcoholics Anonymous                         | 0800 9177650  |
| BeMe Counselling Service                     | 01579 373700  |
| Benefits Office                              | 0800 882200   |
| Brook Advisory Centre (Contraception advice) | 01209 710088  |
| Camborne & Redruth Community Hospital        | 01209 318000  |
| Cornwall Carers Service                      | 01872 323535  |
| Cornwall Lifeline                            | 01872 224521  |
| Childline                                    | 0800 1111     |
| Citizens Advice Bureau                       | 03454 040506  |
| Cornwall Drug & Alcohol Team(DAAT)           | 01726 223400  |
| Cornwall Hospitals - Treliske                | 01872 250000  |
| Cornwall Hospitals - Information Link        | 01872 253545  |
| Cornwall Rape and Sexual Abuse Centre        | 01872 262100  |
| Cornwall Women's Refuge Trust                | 01872 225629  |
| CRUSE - Bereavement Care                     | 01726 76100   |
| Dental Helpline                              | 01872 354375  |
| Freshfields / FRANK - Drug Advice            | 0300 123 6600 |
| Falmouth Hospital                            | 01326 430000  |
| Health Visitor - Penryn / Falmouth           | 01326 430050  |
| Midwife Team                                 | 01326 430070  |
| Minor Injuries Unit - Falmouth Hospital      | 01326 430030  |
| Mount Edgcumbe Hospice                       | 01726 65711   |
| NHS 111                                      | 111           |
| Outlook SW Counselling Service               | 01208 871905  |
| Red Cross Medical Loan Service               | 01872 267953  |
| Relate - Relationship Counselling            | 01726 74128   |
| Samaritans                                   | 01872 277277  |
| Sexual Health Advice & Treatment (The Hub)   | 01872 255044  |
| Social Services                              | 0300 1234 131 |
| Treliske Hospital (switchboard)              | 01872 250000  |
| Truro Health Park                            | 01875 221440  |
| X-ray Unit - Falmouth Hospital               | 01326 430013  |