



WE WOULD LIKE TO THANK ALL OUR PATIENTS, THEIR CARERS AND OUR AMAZING VOLUNTEERS FOR YOUR ENCOURAGEMENT AND SUPPORT OVER THE LAST 18 MONTHS

WHAT AN EXTRAORDINARY YEAR IT HAS BEEN.... THE ARRIVAL OF COVID MEANT WE HAD TO ADAPT AND ACCOMMODATE NEW WAYS OF WORKING AND OUR PREMISES FOLLOWING EVERCHANGING RECOMMENDATIONS AND GUIDELINES. ON TOP OF THAT WE HAVE BEEN WORKING HARD TO DELIVER THE COVID VACCINATION PROGRAM AND THROUGHOUT WE HAVE CONTINUED TO PROVIDE URGENT AND ROUTINE APPOINTMENTS AND HELP FOR OUR PATIENTS, WHILE KEEPING EVERYONE AS SAFE AS POSSIBLE. WE HAVE BEEN BOWLED OVER BY THE CARDS AND MESSAGES OF ENCOURAGEMENT AND SUPPORT AND A NUMBER OF IRRESISTIBLE TREATS FOR THE STAFF ROOM THAT WE HAVE RECEIVED FROM PATIENTS!

THANK YOU TO EVERYONE FOR BEARING WITH US AND FOR MAKING OUR HARD WORK WORTHWHILE.

Moving Forward

As you will know, our Practice has been open throughout the pandemic offering patients telephone and video consultations initially, with face to face appointments for those who needed to be seen. This was in-line with national guidance during Covid to keep patients and staff safe.

We will continue to adhere to government and NHS advice and for the time being we will maintain offering telephone consultations followed up with a face to face appointment should the clinician decide this is necessary after the initial remote assessment.

PLEASE BE AWARE THAT PATIENTS, STAFF AND VISITORS TO HEALTHCARE SETTINGS MUST CONTINUE TO WEAR FACE MASKS AND OBSERVE SOCIAL DISTANCING

England's Chief Nurse has reminded the public that everyone accessing or visiting healthcare settings must continue to wear a face covering and follow social distancing rules.

Public Health England's infection prevention control guidelines and hospital visiting guidance are set to remain in place for all staff and visitors.

That means NHS visitor guidance will stay in place across all health services including hospitals, GP practices, dental practices, optometrists and pharmacies to ensure patients and staff are protected.

Staff, patients and visitors will also be expected to continue to follow social distancing rules when visiting any care setting as well as using face coverings, mask and other personal protection equipment.

The NHS will continue to support staff in ensuring that the guidance is followed in all healthcare settings.

Please be kind and respectful to our team members.

How to get the right help

How you choose to make contact will depend both on the urgency and type of enquiry -

Self care: For information on Covid and all types of symptoms see www.nhs.uk or download the NHS App.

Pharmacy: Both Hendras pharmacies can advise on a range of minor ailments and may save a call to the Doctor.

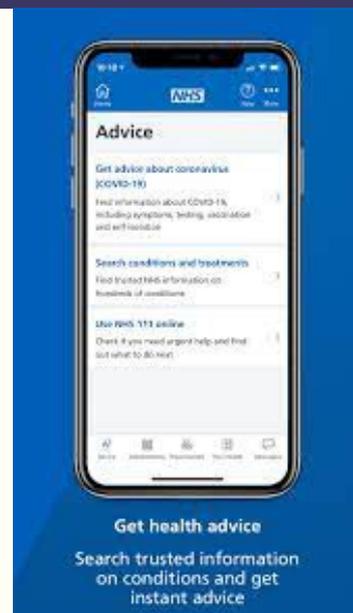
Our website: www.penrynsurgery.co.uk lots of health care information, links to other services and SystmOnline / Airmid for ordering medication.

Online: At present appointment bookings are only available by phone. Repeat prescriptions should be ordered via one of the on-line services - SystemOnline, Airmid or the NHS App or by dropping you repeat counterfoil into the letterbox.

By phone for Penryn patients: from 8am-6pm on weekdays. If you need to call us please choose from the 4 options on the main switchboard number 01326 372502.

Stithians and Mawnan patients should call their own surgery from 8.30am as we do have Doctors working from those consulting rooms who may ask you to attend those sites.

Life threatening emergencies: Call 999 . Learn to spot the signs of stroke and heart attack and always call 999 if you are concerned.



We would encourage all our patients to download the NHS App if they have a smartphone or to access it via their computer browser. You can use it to:

- Access and share your Covid vaccination status (your Covid passport)
- Order repeat prescriptions
- Book and manage appointments (once this is available again)
- View your health record and history
- Get health information and advice

This is not the same as the NHS Covid19 App

Staff Changes

We have welcomed Dr Michelle Colley and Dr Sireesha Raju to the Practice in recent months and Dr Mark Lewis will be joining us in mid- August.

Dr Isabel Boyd has left the practice to focus on other interests and will be missed by staff and patients alike.

We have three new medical receptionists, Megan, Amy and Charlotte who have been training for around three months . It takes six months to become fully conversant with all they need to know. Please be patient if you speak to them over the phone or in person.

Our prescription clerk Hannah has been promoted to Assistant Manager so you may speak to her on her days as Duty Manager.

We also have two new lovely Practice Nurses Jo and Grace along with a new Health Care Assistant Nicky.

Flu Season

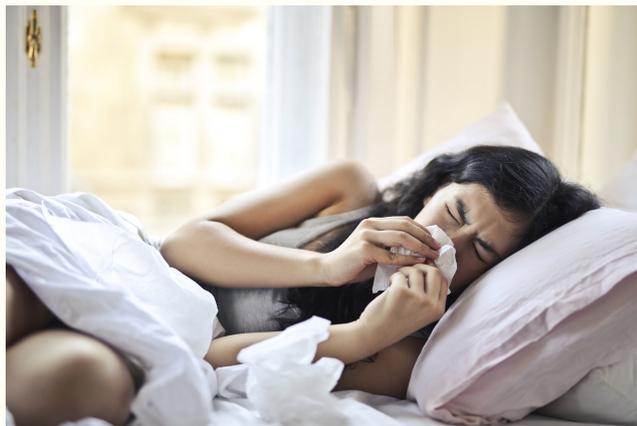
We are looking ahead to flu season and planning how we are going to invite all our patients aged 50 and over this year. Your flu vaccines are already on order!

We will confirm the dates of our autumn clinics as soon as we can and promote this through our Facebook page - so please do follow us @penrynsurgery to ensure you are kept up to date. Our Facebook feed can also be found on our website homepage for non-Facebook users.

Please ensure we have your up to date mobile number and email address as we will be sending you a link this autumn so you may book your own appointment.

Patients who do not have an email or mobile phone will receive a letter or a telephone call, however we will be using an electronic booking service to save patients having to phone the surgery. This will be similar to Covid vaccination booking already familiar to many patients.

Update your personal details through the 'Reception Enquiries' page on our website.



Fundraising

Penryn Surgery staff will be aiming to walk, run or cycle the whole 288 miles of the Cornish part of the South West Coastal path over the summer. We are raising money for BASICS Cornwall. This charity is close to our heart and our own Dr Jackson volunteers for BASICS. Several of our patients are testimony to the life saving work they undertake. We can never know when we may need them and are so grateful they give up their valuable time.



We will post updates of our progress and our lovely staff looking weary on their coastal journey to our Facebook page . So far our practice team have walked 141 miles so we're half way there!



BASICS Cornwall's volunteer Doctors support South Western Ambulance Service at incidents across Cornwall. BASICS Doctors respond when they are able and attend incidents in their own vehicles. BASICS Cornwall raises money to fund their equipment and training. We also provide the clinical governance for our Doctors. We receive no government or NHS funding. To fully equip a new Doctor it costs up to £20,000.

To donate please follow the link below:

<https://www.goldengiving.com/fundraising/individualaccountpenrynsurgerywalk>

Jill our Dispensary Manager enjoying a rest after a lovely day out with her gorgeous walking buddy



General Practice Data for Planning and Research (GPDPR)

Penryn Surgery is required to share your data with NHS Digital for the purpose of vital health and care planning and research.

Further to the announcement made 8 June, the implementation of GP Data for Planning and Research has been deferred to provide more time to speak with patients, doctors, health charities and others.

What data is shared?

NHS Digital will not collect patients' names or addresses. Any other data that could directly identify patients (such as NHS Number, date of birth, full postcode) 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 patients will not be identified directly in the data. NHS Digital will be able to use the software to convert the unique codes back to data that could directly identify patients in certain circumstances, and where there is a valid legal reason.

If you would prefer that your identifiable patient data is only shared for your own health care purposes, you can opt-out by registering a [Type 1 Opt-out](#) or a [National Data Opt-out](#), or both.

For more information please visit;

<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/advice-for-the-public>

Musculoskeletal Problems

Andrew Taylor and Nicola Child are our Musculoskeletal (MSK) Practitioners. Both Andrew and Nicola have extensive expertise in the clinical assessment, diagnosis and management of MSK (muscle or joint) conditions.

They see patients at Penryn Surgery, aged 16 and over, with (suspected or diagnosed) MSK conditions, as the first point of contact, without need for a GP referral.

Appointments can be booked directly by contacting the practice reception team.

Suffering from Neck & Back pain, sciatica, headaches, postural pain, whiplash, leg pain related to the back, arm pain related to the back, spinal osteoarthritis or peripheral nerve pain? Book to see an MSK Practitioner.

Physiotherapy is a treatment that aims to restore your normal movement, reduce pain and improve overall function. To do this a physiotherapist will ensure your body's muscles, nerves and ligaments are all working effectively together.

