

PENRYN SURGERY



We've always been able to offer face to face appointments for patients who needed to be seen, throughout the pandemic, but we are delighted that we can now offer our patients their choice of either a telephone consultation or an appointment in person.

Unsurprisingly, face to face appointments are proving very popular and remain at 10 minutes per patient, per condition. We have added some information below to help patients prepare for a 10 minute appointment with their Doctor, so you can both get the most from the time available.



@penrynsurgery
@penryncampushealth



penrynsurgery.co.uk

**PLEASE CONTINUE TO WEAR FACE COVERINGS IN ALL
HEALTHCARE SETTINGS TO PROTECT VULNERABLE
PATIENTS**

Tips on preparing for an appointment with the Doctor

Think about your main reason for booking the appointment before your visit. This does not have to be a physical symptom. It could be an emotional concern.

There is no reason to be embarrassed. GPs see lots of people with lots of conditions. Any information you share is confidential. You can ask for a trained chaperone to be present at the time of booking.

Before the appointment

Note your symptoms down in writing if you think you might forget some whilst talking.

Try to include:

- When your symptoms began
- What they are
- If they follow a pattern
- How they impact your life or family
- Issues relating to those close to you that may be impacting you
- Symptoms can include pain, changes to your eating habits, changes to your energy levels and your general mood. If you have a family history of a condition which matches these symptoms note that as well

During the Appointment

- Don't waste time removing coats, unless you need to be examined. Take them off in the waiting room
- Wear clothes and shoes that are quick and easy to remove if being examined
- Use your notes to tell the Doctor what is wrong
- If you do not understand any words, tell the doctor and ask for them to be written down and explained
- Write things down, or ask a family member or friend to come in with you so they can take notes
- Before you leave check you have asked everything and that you understand what happens next, and when
- Leave the consultation room as soon as you have finished, this leaves a few moments for the doctor to make notes on your medical record before the next patient
- Book any follow up appointments or blood tests before you leave the surgery. Write down anything you need to remember as soon as possible afterwards

Community Pharmacy Consultation Scheme

All these minor illnesses can be treated by a Community Pharmacist. We can refer you to Hendras at the surgery, Hendras in Market Street, Penryn or to Day Lewis in Falmouth. Call our reception team who will make the referral for you to attend your chosen pharmacy on the same day. We ask for your consent to send the pharmacist a summary of your medical record so they have details of any allergies and medications you take.

Acute sore throat From birth	Conjunctivitis 1 year+	Coughs, colds and nasal congestion – from birth
Cradle Cap From birth	Dandruff From birth	Diarrhoea Adults
Dry eyes / sore tired eyes	Ear Wax From birth	Excessive Sweating Adults
Haemorrhoids	Head Lice From birth	Indigestion and heartburn
Infant Colic From birth	Infrequent cold sores of the lip	Infrequent constipation From birth
Infrequent migraine	Insect bites and stings From birth	Mild acne From birth
Minor burns and scalds From birth	Mild cystitis From 16 years – 65 years	Mild dry skin From birth
Mild irritant dermatitis From birth	Mild to moderate hay fever From birth	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain) From birth
Mouth Ulcers From birth	Nappy rash From birth	Ringworm / athletes foot From birth
Oral thrush 4 months +	Prevention of tooth decay 6 months +	Teething mild toothache From birth
Sunburn From birth	Sun protection From birth	Warts and verrucae From birth
Threadworms 2 years +	Travel sickness From birth	

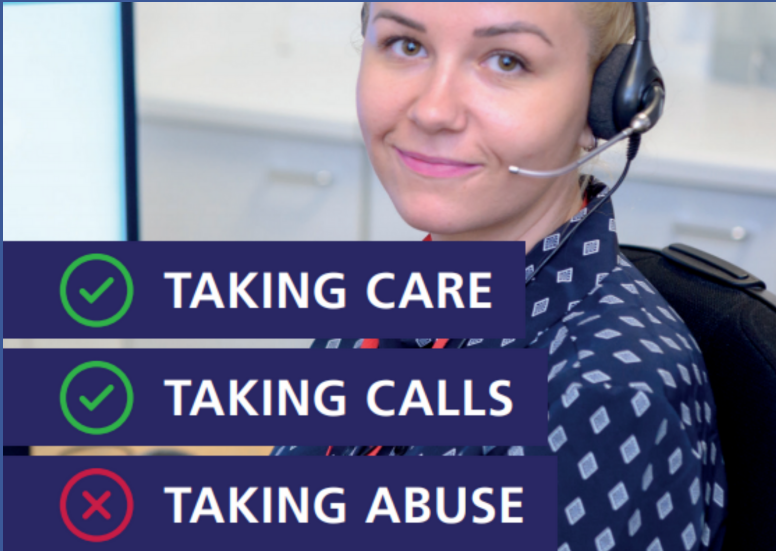
NHS

Feeling unwell?
Don't wait for it to get worse.

Seek expert advice from
your local pharmacy team.
No appointment needed.

Your
health
matters
Help us
help you





✓ TAKING CARE

✓ TAKING CALLS

✗ TAKING ABUSE

Our staff have the right to work
without fear of abuse

#NotInADaysWork

Polite Reminder

Our receptionists and nurses tell us they receive verbal abuse on a daily basis. We understand patients get frustrated with booking an appointment or from the stress of caring for a loved one, BUT we will not tolerate aggressive or abusive behaviour, either in person or over the phone.

The Practice follows the NHS Zero Tolerance Policy and action will be taken for serious or persistent behaviours.

Our reception team are real, local people and any abuse affects the morale of the whole practice team.

Please, please be kind in every contact you have with any member of our amazing team.

Green Impact for Health - reducing Penryn Surgery's carbon footprint

As a practice we have been making changes to how we function so that we now consider sustainability in all our decisions. We have developed an environmental policy and we welcome any patient ideas to improve our sustainability further.

We take part in the Green Impact for Health Scheme run by the Royal College of General Practitioners and the National Union of Students. We are delighted that our improvements towards carbon reduction and sustainability have been recognised and we have been awarded with the silver award in May 2022 following on from our bronze award in 2020.

The climate emergency is also a health emergency, and health care in the UK contributes 5.4% of the UK's carbon emissions. We need to enhance the health of our current population without compromising the health of future generations, and this means operating within the sustainable boundaries of the planet.

Fortunately most of the solutions for the planet also make our health better - for example engaging in active travel and exercise in nature, avoiding smoking, reducing pollution etc all enhance our health and reduce our need for medications, with further benefits to the NHS, your health and the carbon footprint of healthcare.

Coming soon...

Contact us online

Get help from your GP with Klinik! You can submit any medical query, including an appointment request.

START HERE

KLINIK ACCESS

NHS



Active Practice

Here at the surgery we regularly set goals and challenges in an attempt to maintain an Active Practice status. We have participated in monthly competitions, walking and running challenges and share meal plan ideas and suggestions. We encourage healthy living on all aspects, physically and mentally, it is extremely important that we encourage each other to stay healthy.

Getting fit is about more than weight – it's about your strength, endurance, and good health, also. No matter how much you do, physical activity is good for your body and mind. Adults should aim to be active every day. Some is good – more is better still.

Set a goal...beyond weight - Don't hang all your expectations and motivations on a number on the scale. With weight loss, plateaus are common. If you set yourself a goal beyond the immediate, you're likely to maintain your motivation. For example, aim to hike a particularly steep trail or swim several extra laps this summer – the endurance and strength you gain from exercise will help you achieve these activity goals, no matter what the scale says.

Find the kind of routine that works for you - Different things work for different people – some prefer to exercise at home and some prefer the gym; some prefer a flexible exercise schedule and others need regimented time slots devoted to exercise; some like to mix it up and some prefer to do the same exercises in the same sequence. You're more likely to adhere to your exercise plan if it fits your style.

Don't just focus on cardio; strength-training is important, too - Building lean muscle does burn fat, but not as much as cardio. However, it's still an equally important part of any get fit plan. Strength and endurance require strong core muscles, legs, and arms.

Don't get injured! - Exercising irresponsibly can land you with an injury that leaves you on the sidelines.

If you're fairly new to exercise, check out some beginners workouts and gradually increase intensity.

If you're growing bored with your routine, do something different - You don't have to do the same exercises every time. Throw in a weekly challenge when you feel your motivation lagging. There are so many different types of exercise – interval training, circuit training, yoga, Zumba, spinning, swimming, running – who said you have to choose one and stick to it? Boredom leads to demotivation; combat it by switching things up when needed.

Keep a food journal - Writing down what you eat can help you keep calories in check.

Please visit Get Active - Better Health - NHS (www.nhs.uk) for exciting tips and support on your journey to healthier living.... LET'S DO THIS!!

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 symptoms see www.nhs.uk or download the NHS App.

Pharmacy: can advise and treat a range of minor ailments and may save a trip to the GP. Ask reception if you can be referred to the pharmacist.

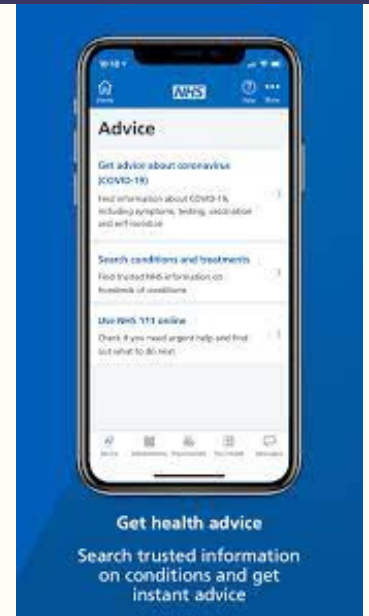
Our website: www.penrynsurgery.co.uk lots of health care information, links to other services, support and SystmOnline / Airmid for ordering medication.

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 your 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 for same day appointments.

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. 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

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.



HOW CAN A

SOCIAL PRESCRIBER

HELP YOU?

I can help you by...

- Looking at how illness affects all parts of your life.
- Helping you get the support you need with day to day challenges.
- Providing detailed assessments of what services might be needed.
- Helping navigate financial & social services support.

THE RIGHT CARE, FROM THE RIGHT HEALTH PROFESSIONAL.

#WEAREGENERALPRACTICE



Please call reception if you would like to book to speak to Michele or meet her in person.

Social prescribing helps people get more control over their healthcare, to manage their needs and in a way that suits them. It can especially help people who:

- * have one or more long-term condition
- * need support with their mental health
- * are lonely or isolated
- * have complex social needs which affect their wellbeing.

Social prescribing links them to a range of activities provided by voluntary and community sector organisations, for example, volunteering, arts activities, group learning, gardening, befriending, cookery, walking, healthy eating advice and a range of sports.

WHAT IS NORDIC WALKING?

Nordic Walking uses specially designed poles to enhance your natural walking experience. With a technique that is similar to the upper body action of classic cross-country skiing, Nordic Walking becomes a genuinely whole body exercise that can be enjoyed by all abilities.



Have a great Summer!!