

### Reception Desk Opening Times

<b>Monday</b>	08:00 - 18:00
<b>Tuesday</b>	08:00 - 18:00
<b>Wednesday</b>	08:00 - 18:00
<b>Thursday</b>	08:00 - 18:00
<b>Friday</b>	08:00 - 18:00
<b>Weekend</b>	<i>Closed</i>

*PHONE LINES OPEN FROM 08:30 until 18:00*

### Our Services

We run many clinics for the management of chronic diseases such as respiratory disease including asthma, heart disease, diabetes, kidney disease, liver disease and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations, cervical smear tests,.

We are a recognised training practice and often have GP Registrars and Medical Students attached to the practice.

Appointments Out of Normal Surgery Hours Available

*If you find it difficult to attend during our usual surgery times, we offer early morning appointments before 8am and evening appointments after 6.30pm.*



## BODRIGGY HEALTH CENTRE SPRING NEWSLETTER 2022





As we are heading into Spring, we want to take this opportunity to say thank you to everyone who has sent in personal messages of encouragement and support during the Covid pandemic.

Whilst it's not gone away, please be assured that we are still here and working hard to protect our community

Despite the change in government guidelines towards the end of January, patients will continue to be asked to wear a face mask when entering a healthcare setting. We also continue to ask that you do not attend the surgery if you have any COVID symptoms or have tested positive in the last 10 days.

All patients aged 75yrs and over or who will be 75 before 30.6.2022 and patients aged 12 and over who are immunocompromised require a covid spring booster vaccination. To book please call 119 or visit <https://www.nhs.uk/conditions/coronavirus-covid-19>

Did you receive any of your COVID vaccinations outside of England?

If so, you can now contact 119 to have your record updated. Please visit the NHS website for more details.



### **Would you like to be a member of our Patient Participation Group?**

We have set up a patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received.

We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time. You will also be invited to meetings which are usually held every 3 months.

Please ask at reception if you wish to join or use the online form on our practice website

## What is cervical screening?

Cervical screening is a way of preventing cancer.

It tests for a virus called human papilloma virus (HPV). High risk HPV can cause cervical cells to become abnormal. Virtually all cases of cervical cancer are linked to high risk HPV.

The cervix is part of the female reproductive system. It is the lowest part of the womb and is at the top of the vagina. A nurse takes a sample of cells from the cervix using a small soft brush (smear test) and sends the sample to the laboratory.

**COVID-19 has changed many things - the need to have regular cervical screening isn't one of them**

Appointments are available  
- we have new procedures to keep you safe



You and the nurse may be asked to wear a face covering



You may need to attend only at your appointment time



You may need to attend your appointment alone

Please ask at reception for more details  
Remember, early detection is vital - book your appointment

## How To Order A Prescription

### Important Changes

**ALL** prescriptions require 2 working days to be sent to your nominated pharmacy.

Emergency prescriptions will be sent to your pharmacy at the end of the working day. If you require an emergency prescription you can speak to your local Pharmacist or a member of the Surgery Prescriptions Team..

#### 1) Prescription Box (outside the surgery)

Write down on any form of paper your full details including **name, date of birth, address** and the **items** you wish to order. Please include a contact number should we need to contact you regarding your request. You can find order forms in the surgery foyer or ask a member of the Prescriptions Team to re-print your repeat slip.

#### 2) Online

- Via Patient Access/NHS app; these requests go directly to your GP.
- Through your online pharmacy e.g. Pharmacy2U

#### 3) Over the Phone

Leave a message on our answering machine by contacting the surgery, select option 1 then option 1 again.

## APPOINTMENT REMINDERS BY TEXT MESSAGE



WE CAN NOW SEND YOU A TEXT MESSAGE TO REMIND YOU OF YOUR APPOINTMENT. TO RECEIVE TEXTS FROM US, PLEASE LET US KNOW YOUR MOBILE NUMBER.

TO LET US KNOW YOUR MOBILE NUMBER :-

- Inform the receptionist verbally or in writing
- Telephone reception 01736 753136
- Fax reception 01736 753467
- Or email reception at [enquiries.bodriggy@nhs.net](mailto:enquiries.bodriggy@nhs.net)

Bodriggy Health Centre

60 Queensway  
Hayle  
Cornwall  
TR27 4PB

Phone: 01736 753136  
Fax: 01736 753467  
E-mail: [enquiries.bodriggy@nhs.net](mailto:enquiries.bodriggy@nhs.net)  
[www.bodriggysurgery.co.uk](http://www.bodriggysurgery.co.uk)

### Mission Statement

*Our mission, the reason we are here, is to provide our patients with appropriate healthcare of the highest standards and to work together to deal effectively with ill health and to promote and maintain a healthy lifestyle. We strive to offer a caring and efficient service which is responsive to our patients needs.*

## Bowel Cancer Screening

Bowel cancer screening can save lives. If bowel cancer is found early, it is easier to treat. Screening may also pick up non-cancerous growths (polyps), which could become cancerous in the future. Bowel cancer is treatable and curable, especially if it's diagnosed early.

Nearly everyone diagnosed at the earliest stage will survive bowel cancer. Taking part in bowel cancer screening is the best way to get diagnosed early. To see just how easy it is to do the screening, please visit the below website where you will be able to access a video for more information on how to do the test at home.

[https://www.youtube.com/watch?v=m2f-wY0C\\_1Q](https://www.youtube.com/watch?v=m2f-wY0C_1Q)





### WHEN WE ARE CLOSED

Most emergency cover is provided by Cornwall Health GP Out of Hours Service. In the interest of patients, the service records incoming telephone calls. These recordings are strictly confidential and are dealt with in exactly the same way as patients' medical records.

If you need advice when the practice is closed you can call NHS 111 (dial 111) to speak to a health professional. Your needs will be assessed and advice offered.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

To help reduce the pressure on our local A&E Department at Treliske, patients should avoid attending A&E for minor injuries or long term problems or problems that can be dealt with by a GP. See our website at [www.bodriggsurgery.co.uk](http://www.bodriggsurgery.co.uk) for details of Minor Injury Units.



**when it's less  
urgent than 999**

Just a reminder to all patients that it is your responsibility to contact the practice to obtain your test results. We advise patients to contact the practice 1 week following your test, after midday to obtain the results.

**TEST  
RESULTS**



We welcome the following new patient advisors to the

Practice:-

Amy Price

Gail Richards

Sophia Bennetts

Kes Ralph

Kym Halton

We also welcome

Dr Bethan Yates and

Dr Amir Sabbah

(GP registrars)

We have said goodbye to

Carole Runnalls who left the practice at the end of April.

Carole had been a Patient Advisor at the surgery for over 18 years and will be missed by both staff and patients



The reception staff have been undergoing training to start active signposting. This allows them to ask a few more questions when patients ring in for help at the surgery.

This means that they can ensure that the patient gets the correct help, from the right person, at the right time. Often doctors appointments are made for simple prescriptions, or for test results.

If these appointments are avoided by being dealt with over the phone, then the doctor will be more available for patients who need to be seen that day with an urgent medical problem. This is a national initiative that has been shown to increase the effectiveness of surgeries. With increasing demand, increasing complexity and yet less staff available to meet this need, increasing effectiveness is vital to ensure the future of General Practice.

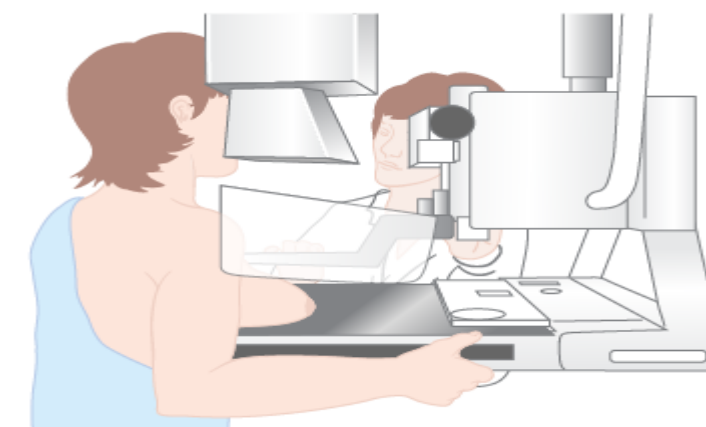
If you get asked more questions in the future  
this is why!

## BREAST SCREENING

What is breast screening Breast screening uses a test called mammography which involves taking x-rays of the breasts. Screening can help to find breast cancers early, when they are too small to see or feel. These tiny breast cancers are usually easier to treat than larger ones.

Overall, the breast screening programme finds cancer in about 8 out of every 1,000 women having screening. Who has breast screening Each year more than 2 million women have breast cancer screening in the UK. The NHS Breast Screening Programme invites all women aged between 50 and 70 for screening every 3 years. You need to be registered with a GP to receive the invitation.

If you are younger than 50, your risk of breast cancer is generally very low. Mammograms are more difficult to read in younger women because their breast tissue is denser. So the patterns on the mammogram don't show up as well. There is little evidence to show that regular mammograms for women below the screening age would reduce deaths from breast cancer. However regardless of age, if a breast lump is felt by a woman then please seek early and prompt advice from the GP and make an appointment to be assessed.





## Childhood Vaccinations

One of the most important things that a parent can do for their child is to make sure that they have all their routine childhood vaccinations.

It's the most effective way of keeping them protected against infectious diseases.

Ideally, children should have their vaccinations at the right age to protect them as early as possible and

<https://www.nhs.uk/conditions/vaccinations/NHS-vaccinations-and-when-to-have-them/>

## GP Training



We are a recognised training practice for general medical practitioners and often have GP Registrars attached to the practice. A GP Registrar is a qualified doctor who has worked for some years in hospitals. They are invited to join us for up to 12 months to gain valuable experience in General Practice. Registrars participate in weekly joint surgeries with a partner, as well as holding their own surgeries when they are ready. You will be told if any appointment offered is for a joint surgery. Please feel free to ask to see only one doctor if you prefer. As part of the training process consultations may be recorded on video from time to time.

You will be informed of this and we will only record your consultation with your consent.

On occasions, we accommodate medical students from the Peninsula Medical School to enable them to gain insight into general practice. You will be informed if this affects your consultation.



Patients can use the service to check their health symptoms, find out information and advice about a condition and services that are available locally.

They can also complete an online form to describe their needs and request a response from their practice. This could be:

- a request for an appointment
- an administrative task
- a test result
- or some health advice

The practice will review requests every day they are working and are offering a response by the end of the next working day.

Visit - <http://www.bodriggysurgery.co.uk/>

**NHS**

# SEPSIS

IS A RARE BUT SERIOUS COMPLICATION  
OF AN INFECTION

**If your child has any of these symptoms  
you should take immediate action:**

- Looks mottled, bluish or pale
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch
- Is breathing very fast
- Has a rash that does not fade when you press it
- Has a fit or convulsion

Acting quickly could save your child's life. If your child has any of these symptoms, don't be afraid to go to **A&E immediately** or call **999**.

For more information visit [nhs.uk/sepsis](https://nhs.uk/sepsis)  
or [sepsistrust.org](https://sepsistrust.org)

**THE UK SEPSIS TRUST**

The UK Sepsis Trust registered charity number (England & Wales) 1158843. Company registration number 8644039. Sepsis Enterprises Ltd. company number 9583335. VAT reg. number 225570222.





**Did you know  
you do not need  
to see the doctor  
for hayfever  
symptoms?**

**Community  
pharmacists can  
offer advice on  
how to avoid  
triggers and how  
to treat your  
hayfever.**

You do not need a prescription for hayfever medicines.

Many treatments are available for little cost from a community pharmacy.

**Please help us save NHS resources  
which could be invested in improving  
local healthcare services.**



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We have [FACEBOOK!](#) page  
Search Bodriggy health centre to keep up to  
date with surgery news and information.

You will also find information on many topics, such as information for carers, health promotion, and much more.

