

### ***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.

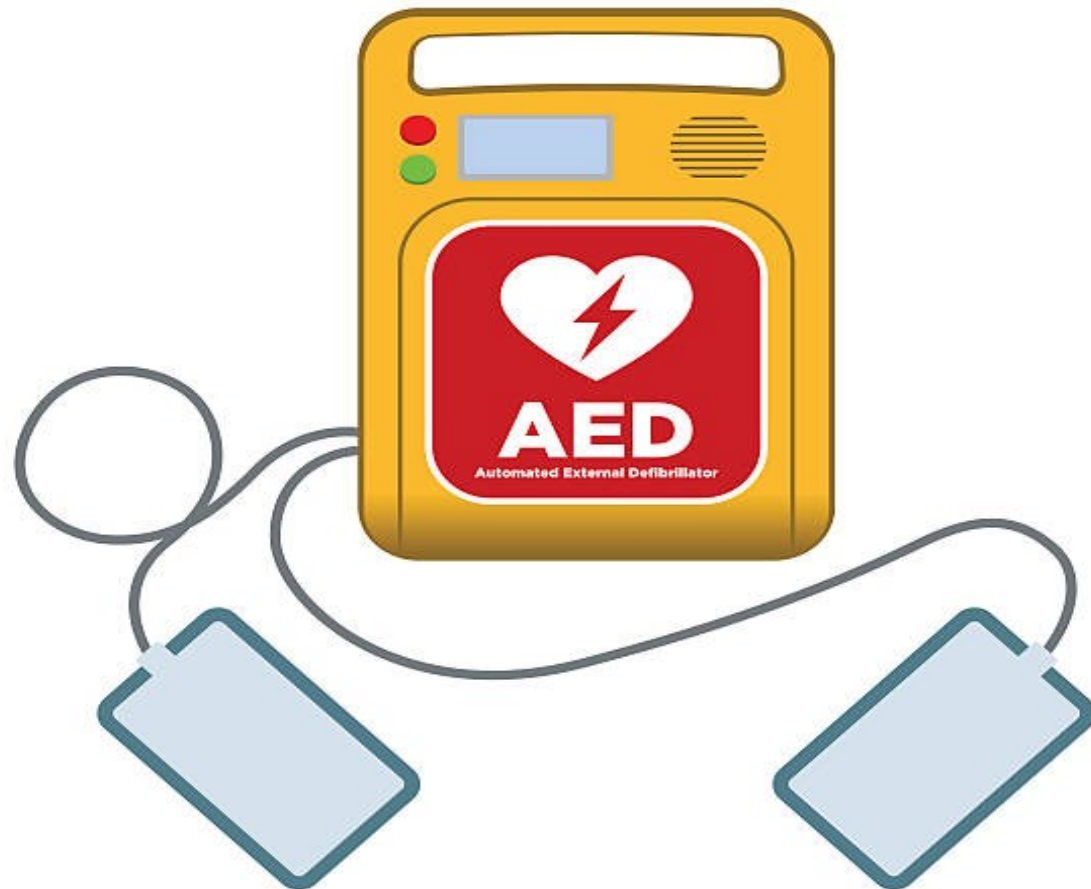
**Appointments Out of Normal Surgery Hours Available**

## **BODRIGGY HEALTH CENTRE SPRING NEWSLETTER 2023**



## DEFIBRILLATOR

There is a new Automatic External Defibrillator located outside the main entrance of the surgery for use in an emergency please dial 999 for access code



## International Trans Day of Visibility, 31st March

The International Trans Day of Visibility aims to shed light on the struggles that transgender and non-binary people face on a daily basis. This year focuses on the 'I am enough' campaign. It aims to show acceptance of individuals' identities without needing to surgically make changes, and to promote self-declaration or gender identity and the visibility of non-binary identities. The campaign is split into two sections: 'I am enough' and 'You are enough', so everyone can get involved and spread awareness. You can also make a donation, or simply just raise awareness locally by speaking to the community. If you're a young person who's part of the LGBTQ+ community and need some help or advice, there are many places you can go. Websites such as 'The Proud Trust' have resources such as a webchat, and they can help with advice ranging from staying safe, to faith and religion. They can also help to put you in touch with people in similar situations to you, or you can read stories from other people's experiences.

<https://lgbt.foundation/rainbowbuddies>

<https://www.theproudtrust.org/young-people/>

## Cost of Living Crisis – Energy Bills

If you're one of the thousands of people using a pre-pay meter for your energy, you may not have received all the help you're entitled to with your energy bills. Around 380,000 vouchers were unclaimed in October and November, and the total scheme is worth around £400 per household, so if you're not sure whether you've received yours, it's worth checking.

<https://www.bbc.co.uk/news/business-64541204>



We now have a new diabetes group:-

Tuesday 18th April  
Tuesday 16th May  
Tuesday 13th June  
Tuesday 11th July  
Tuesday 15th August  
Tuesday 19th September  
Tuesday 17th October  
Tuesday 21st November  
Tuesday 19th December

Venue: Annex next to Hayle Day Centre 14:00-15:30  
Run by Henri Sloan Social prescriber link worker and Spencer from Diabetes

## How To Order A Prescription

**ALL** prescriptions require 2 working days to be sent to your nominated pharmacy. Your pharmacy may require an additional 2 days to complete your prescription.

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) Online

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

### 2) 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.

### 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.

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TO LET US KNOW YOUR MOBILE NUMBER :-

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

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Bodriggy Health Centre

60 Queensway  
Hayle  
Cornwall  
TR27 4PB

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

### Mission Statement

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*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.*



## 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.



**NHS**

**Don't ignore  
your cervical  
screening invite**

Screening  
saves  
lives  
Help us  
help you



We welcome the following staff to our team

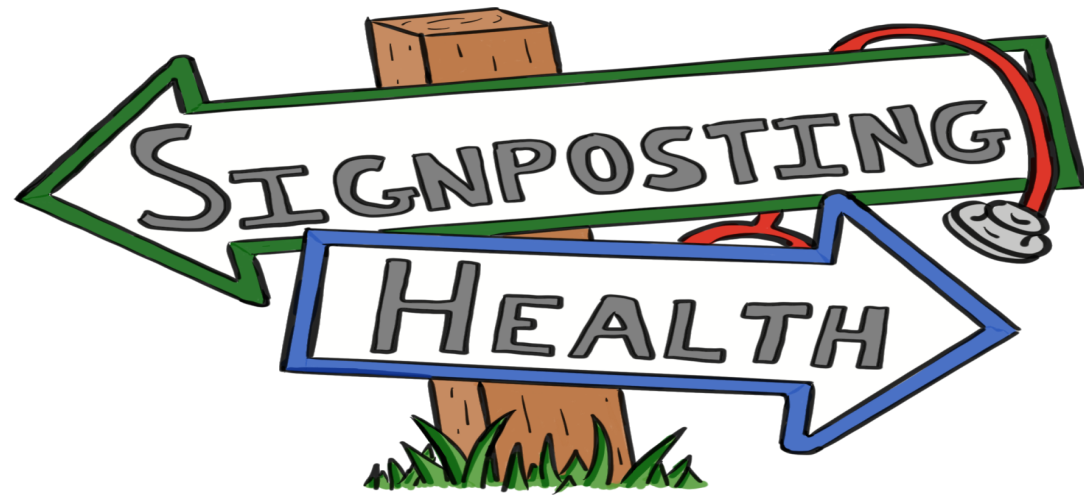
Laura Wilson Patient Advisor

Ella Whight Registrar

We are also delighted to announce that Dr Kiran Gill will be joining our team on 30th March as a new GP partner. Dr Gill will be working Mondays and Thursdays.



Well done to Kerry Jones our HCA who has passed her first exam on her Nurse Associate course, and to Kym Halton Practice Nurse who has passed her first paper with flying colours and has even been asked to publish her paper



Signposting allows our Patient Advisors 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.

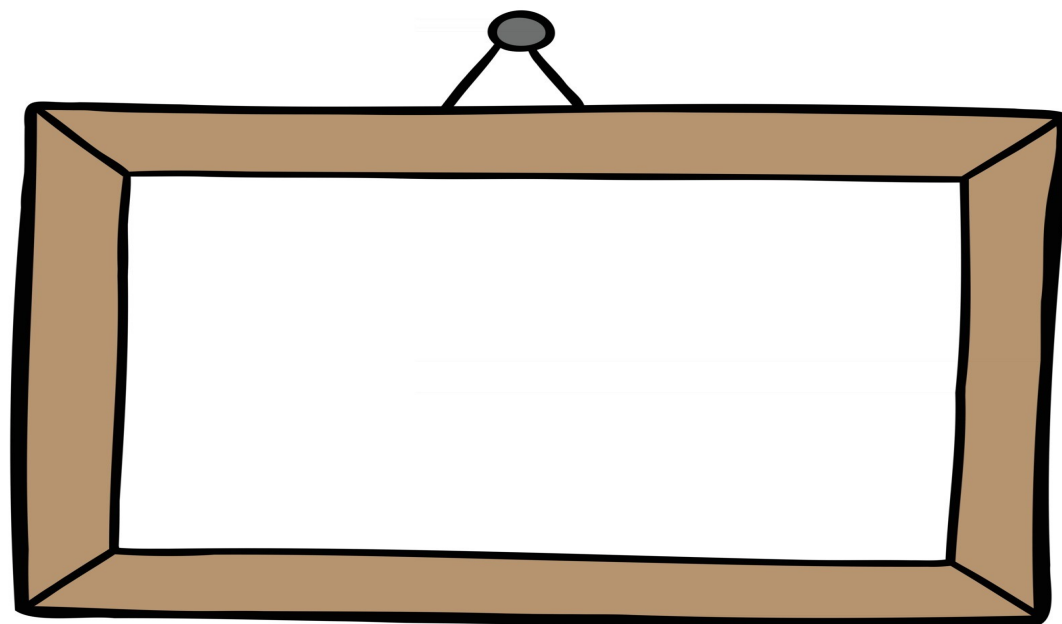
If these appointments are avoided by being dealt with over the phone, then the doctor will be more available for patients who need to be seen that day with an urgent medical problem. This is a national initiative that has been shown to increase the effectiveness of surgeries. With increasing demand, 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!



Marie one of our reception team has planted some lovely flowers in our planter at the pedestrian entrance to the practice, we hope to very soon turn this area into a lovely green space and a sensory garden for all to enjoy, we also have some new bike racks for all those cycling fanatics that like to cycle to their appointments!

If you would like to volunteer a small amount of your time to help us look after any part of our garden, please get in touch via [enquiries.bodriggy@nhs.net](mailto:enquiries.bodriggy@nhs.net)



We are looking for some lovely bright paintings to liven up our walls! If you have any you would like to donate or display please get in touch



We have recently been awarded our Silver green impact award, we are very proud of this and continue to work towards being the most environmentally friendly we can

## **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.

## **Nurse Training**

We have had the pleasure of having a nursing associate student join us for the past five weeks, Charlotte has been a pleasure to have around and we are proud to be a training practice.



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/>

## 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.bodriggysurgery.co.uk](http://www.bodriggysurgery.co.uk) for details of Minor Injury Units.



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.



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.





Advance warning of surgery closures for  
staff training 12:00-13:00

5th April  
15th June  
5th September  
8th November

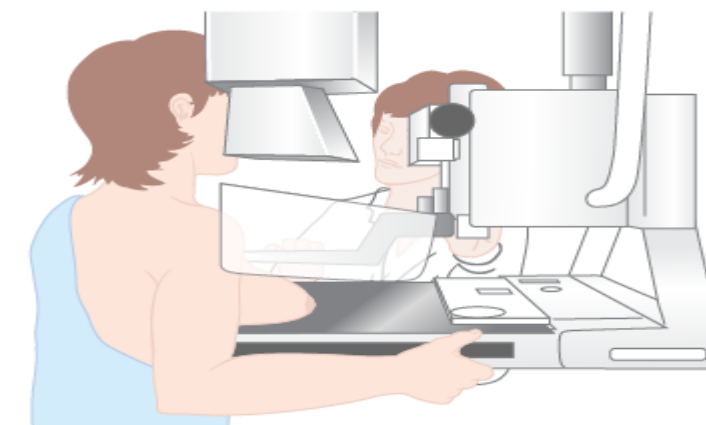
Whilst we are closed if you have a medical emergency  
please call NHS 111, otherwise please give us a call  
after 1300

## 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/>



# 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)



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