



NEWSLETTER 7&8 2024

## Your Doctors

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Dr. Wisdom Aziegbé

### OPENING TIMES

Monday to Friday. Please check individual practices for times as times may vary for each site.

### EXTENDED ACCESS

Evening and weekend clinics available for pre-booking. Please call your practice to be advised of availability.

## FUTURE CLOSURE DATES

**We will be closed for the late August Bank Holiday all day on Monday 26th August 2024.**

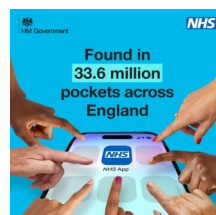
**The final closure afternoon of 2024 will be Wednesday 11th September from 1pm**

Please call **111** for medical advice & direction or **999** for life-threatening emergencies when we are closed.

## GET ON BOARD with NHS APP

The NHS App is becoming more and more important for everyone to access healthcare services in a quick, safe and expedient manner, enabling practices to work more efficiently and accurately, and to minimise wait times at reception and on very busy phone lines. With 24/7 access and 33.6million people saying it's the way forward, we want to encourage everyone to get on board. Many of our community pharmacies will soon be moving over to NHS App too, for ordering repeat medications so we don't want you to miss out.

If you are online, either using a desktop, laptop, tablet or smartphone, you can download the NHS App. Just search NHS APP and you're off! If you have any problems, just pop in a see us, or go to your local library.

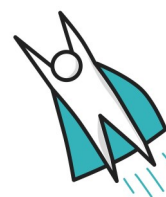


### Here's what NHS App enables you to do:

- order prescriptions & nominate a pharmacy
- book, manage and cancel appointments
- Access your medical record (extended access may need to be requested from your practice to see records before November 2023)
- get online health advice instantly, including when to call 999
- view your test results
- choose how the NHS uses your data
- register your organ donation preferences

### In future you may also be able to:

- message your GP surgery or a health professional online
- contact your GP surgery using an online form and get a reply
- access health services on behalf of someone you care for, once consents are all in place
- view and manage your hospital and other healthcare appointments by integrating MY CARE App
- view useful links your doctor or health professional has shared with you
- view and manage care plans



### Keeping your data secure

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code. You can choose your preferred method of access when you register.

# Getting Started with NHSAPP

For some people getting started with a new system or App can be daunting. Here's a few key strokes to help you to get started.

You will need a working mobile phone and email address to be able to create a login. Photo ID is helpful but not essential. You need to be aged 13 or over to use the NHS App and be registered with an NHS GP practice in England.

## Downloading the NHS App on a mobile device:

1. Open the App Store or Play Store on your device.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.

## Registering onto the NHS App on a mobile device:

1. Enter your email address and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information. If you do not have your NHS number go to: <https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>
4. Create a password and select 'Continue'. A code will be sent to your email address to confirm who you are.
5. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
6. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'. (If you selected 'yes' and cannot see your full medical record, you may need to contact your registered practice and ask them to upgrade your access. You will still be able to use the App for everything else.)
7. Finally, you will be asked to agree to the NHS terms of use, privacy policy and cookie policy (optional)
8. Now log on!



## PRESCRIPTIONS WITH NHS APP

### Getting started

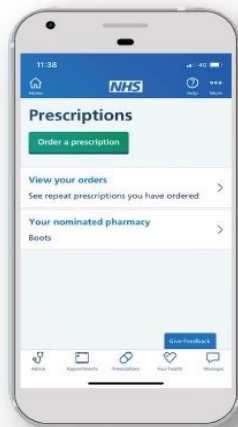
You can easily choose where your prescriptions are sent and order at a time that suits you with the NHS App.

First, you will need to download and register on the app. Ask a member of your GP surgery's team for the 'Getting started with the NHS App' leaflet or visit: [nhs.uk/helpmeapp](https://www.nhs.uk/helpmeapp)

### Ordering repeat prescriptions

Once you have logged into the app:

1. Select the 'Prescriptions' icon in the bar at the bottom of the screen.
2. Choose which pharmacy your prescriptions will be sent to. This is called your 'nominated pharmacy'. Look at the 'Choosing your pharmacy' section of this guide to choose or change your pharmacy.
3. Select the green 'Order a prescription' button at the top of the prescriptions page.



You can also access these services at [www.nhs.uk/app](https://www.nhs.uk/app) on your desktop or laptop

4. The next page asks: 'What type of prescription do you want to order?' You can only order repeat prescription items on the NHS App. So, if you have one, choose 'A repeat prescription' and select 'Continue'.

5. Check the prescription is going to the right pharmacy. If not, look at the 'Choosing your pharmacy' section of this guide. If the pharmacy is the right one, select 'Continue'.
6. The next screen shows the medicines available for you to request. Choose the medicines you need and select 'Continue'.
7. Check your order and nominated pharmacy are correct. Then select 'Confirm and order prescriptions'.
8. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

### Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'. Here's how to change it:

1. Select the 'Prescriptions' icon at the bottom of the screen.
2. Select the 'Your nominated pharmacy' option.
3. Select the green 'Change your nominated pharmacy' button.
4. Select 'High street pharmacies'. It is not possible to nominate an online-only pharmacy in the NHS App.
5. Search using your postcode.
6. Select a pharmacy. Future prescriptions will be sent to this pharmacy.



# STRATTON

## PRIMARY CARE HUB

### STRATTON HOSPITAL



**MONDAYS,  
WEDNESDAYS  
& FRIDAYS**

**CONTINUING  
FROM JULY**

After an initial 2 month trial, the Primary Care Hub at Stratton Hospital will be continuing, enabling you to see a health professional more quickly for some simple minor ailments or conditions.

Contact your own practice to be advised.

**Note: Please do not go to the hub unless you have been given an appointment by your GP surgery.**



**BRADWORTHY & NEETSIDE SURGERIES,  
HOLSWORTHY, HATHERLEIGH &  
STRATTON MEDICAL CENTRES**



We are delighted to say that the Primary Care Hub running from Stratton Hospital will be continuing throughout July and August. Run as a pilot through May and June, it has proved incredibly popular with patients at our Primary Care Network Practices.

Although on occasion, due to staff availability, we are unable to offer the hub, funding has now been agreed to extend the number of days patients are able to use it to include some Mondays.

Feedback has been incredibly positive, with patients valuing this additional local service for those aged 2 to 70 with certain specified minor ailments. Anyone who is not eligible for the service, due to age or clinical condition for example, will still be able to use our existing urgent care On The Day Team services at their usual practice. This is an **ADDITIONAL** service, not a replacement service.

We are still keen to get patient feedback as we go through the summer months, so please let us know what you think, or have suggestions to make in relation to the hub. All the feedback given so far has been considered and some re-shaping already taken place.

Thank you to everyone for the positive and co-operative way we have been able to introduce the hub our patients. Our PCN Board are currently looking at ways to extend the service after August.



*hello*

We have all the flags flying in the arrivals lounge this time, to welcome **Caroline Dawson** who joins our PCN as an HCA to cover **Hollie Pennell's** maternity leave. Caroline will be with us for just less than a year.

And there's more ... Nurse **Sian Wason** has been invited to join the permanent team as Practice Nurse, having started her new role in June.

PLUS...August sees the arrival of 2 new GPs! We are delighted to have **Dr Peter Aboulsaad** and **Dr Ebram Zaki** joining the team later in the summer. Once we have starting dates we'll be trumpeting their arrival on our socials!

In the departure lounge we have soggy tissues, having said goodbye to **Anna Mitchell**, our PCN HCA, who left us at the beginning of July and ready to say goodbye to **Isobel Chapman** from our Clinical Admin team.



**Claire Taylor**, currently our Cancer Care Coordinator, has a role-change at the end of August and will be retraining as a Practice Nurse. Claire will be doing some phlebotomy and HCA shifts across the network practices initially, including RCMG, and then expanding into nursing duties and refreshing her skills with us at RCMG as training allows.

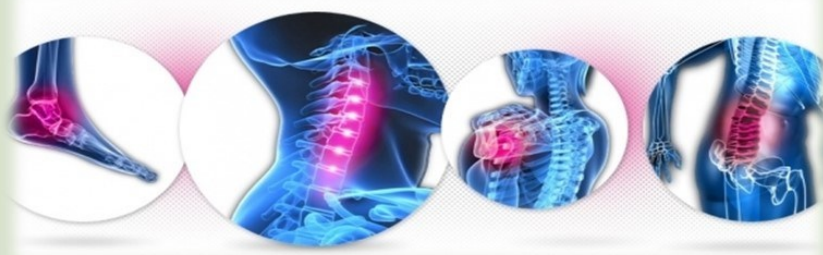
And yes ... we are already discussing our autumn flu and Covid vaccination clinics. We're still waiting for government guidance on the Covid eligibility, but as soon as we have all our vaccination chess pieces in place, we'll let you know! All should be ready for the September newsletter, we hope.

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**Prescriptions email: [rcmg.prescriptions@nhs.net](mailto:rcmg.prescriptions@nhs.net)**

## FIRST CONTACT PHYSIO (FCP) SERVICE is ending



The First Contact Physiotherapists (FCPs), who have been with us as a service since 2020 will no longer be available through our PCN after July 26th 2024.

### What does this mean to patients?

If you have a sudden on-set musculoskeletal (MSK) pain (back, knee, ankle, neck), which is not associated with any previously-diagnosed condition or injury, you will now need to be triaged by a member of your practice's clinical team, so you can either be seen by at the practice for further assessment, signposted or referred directly to another service.

### What about on-going treatment?

If you require any on-going physiotherapy treatment, a member of your practice's clinical team will refer you to the community physiotherapy service accordingly. Please be aware there may be a wait for non-urgent treatment. This will be decided by physiotherapy service and appropriate to the nature of the MSK condition.

First Contact Physiotherapists will still be available within hospital settings.

**Our thanks go to the PCN First Contact Physiotherapy team for all their hard work over the last four years.**



**COAST&COUNTRY**  
PRIMARY CARE NETWORK



## Creative Minds Bude

Nourishing our natural creativity can help build and protect resilience and speed up recovery.

Our free Creative Minds group offers a relaxed space where you can focus on your wellbeing and express your creative ideas through poetry, art, music and writing.

Using words and poems as themes, you'll share, explore, and create your own art to support your wellbeing.

You'll have an opportunity to make new social connections, build self-confidence and learn new skills in a friendly and relaxed atmosphere.

It runs fortnightly.

To sign up – just complete the referral form on our website

cornwallmind.org  
01208 892 855  
info@cornwallmind.org  
Charity number: 1176942



 Cornwall



A new group, Creative Minds, started FORTNIGHTLY at Berries Community Café on Wednesday 17th July,

Time: 12-2pm for 6 sessions

Run by **Cornwall Mind**, this space offers a relaxed time where you can focus on wellbeing and self-confidence through creativity using art, music, poetry and writing.

Booking is essential so register at:

**[www.cornwallmind.org/](http://www.cornwallmind.org/)** or call **01208 892855**.

**Stratton email: [letters.rcmg-stratton@nhs.net](mailto:letters.rcmg-stratton@nhs.net)**

# ALCOHOL AWARENESS

It was Alcohol Awareness week at the beginning of July, so we thought it might be an opportunity to shine a light on some of the reasons why you do this, help is available to keep you motivated and on track.

(Facts below are taken from Alcohol Change UK one of the leading UK alcohol charities)

In England there are an estimated 602,391 dependent drinkers. Only 18% are receiving treatment.

Alcohol is a causal factor in more than 60 medical conditions, including: mouth, throat, stomach, liver and breast cancers; high blood pressure, cirrhosis of the liver; and depression.

Since 2005, the overall amount of alcohol consumed in the UK, the proportion of people reporting drinking, and the amount drinkers report consuming have all fallen. This trend is especially pronounced among younger drinkers.

Spoiler alert! Alcohol does not help us to sleep. Although we might drop off to sleep more quickly after drinking alcohol, the sedative effects soon wear off, meaning we find ourselves waking up more often.

Red wine sometimes receives good press in terms of its potential health benefits, such as containing antioxidants like resveratrol, that protect against heart disease. But no research has definitively shown a cause-and-effect link between drinking alcohol and better heart health. And scientists tend to agree that, overall, the risks outweigh any benefits.

The UK's Chief Medical Officers (top doctors) recommend not drinking more than 14 units a week; that means about six pints of normal strength beer or a bottle and a half of wine per week.

## HELP!

The following agencies offer FREE help to get healthier by cutting down or stopping your alcohol intake:

### HEALTHY CORNWALL

<https://www.healthycornwall.org.uk/make-a-change/cutting-down-on-alcohol/>

### WITHYOU

<https://www.wearewithyou.org.uk/>

### NHS BETTER HEALTH (SELF-HELP APP)

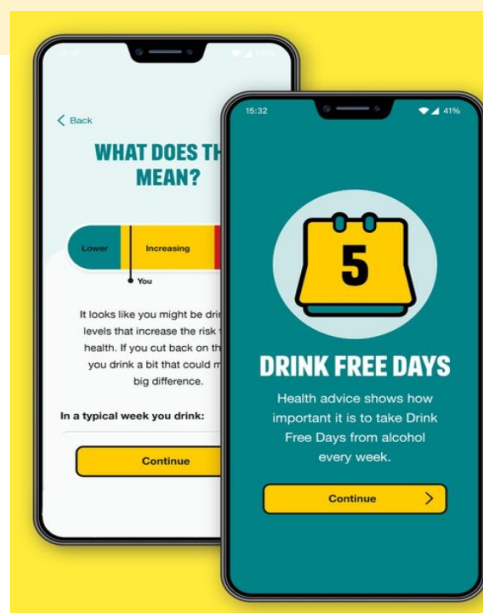
<https://www.nhs.uk/better-health/drink-less/>

### ALCOHOL CHANGE UK

<https://alcoholchange.org.uk/>

### NHS ALCOHOL SUPPORT

<https://www.nhs.uk/live-well/alcohol-advice/alcohol-support/>



Join us on **Facebook**



Follow us on **X (Twitter)**

@HolsworthyMC1



See our PCN on Insta at **coastandcountrypcn**

## OUT IN THE COMMUNITY

**WE ARE  
HERE**



THE PEARL EXCHANGE

THE PEARL EXCHANGE  
BROADCLOSE HILL  
BUDE EX23 8EQ

From the first July, the brilliant Bude-based charity The Pearl Exchange have now opened in their new home. Their new address is:

**THE PEARL EXCHANGE  
BROADCLOSE HILL  
BUDE, EX23 8EQ**

If you're aged between 18 and 35 and live in either Devon or Cornwall, why not have a look at the huge variety of **FREE** events and workshops on offer.

**For example—one week in July:**

- \* **YOGA** - 2 sessions!  
Monday, 4:30-6pm & 6:30-7pm
- \* **LIFE COACHING**  
Tuesday, 6-7:30pm
- \* **FREE SPACE**  
Wednesday, 10am-4pm
- \* **ARTY FRIDAY**  
Friday 2-5pm
- \* **LEATHERWORK**  
Saturday, 2-5pm



**FREE** counselling is also available, plus a whole lot more.

*"At first I was unsure if it was my cup of tea but from the moment I arrived I felt welcomed. I loved the time I spent with new people and now I come all the time!"*

For more details go to:

<https://thepearlexchange.org.uk/>



**SUMMER  
of  
WELLBEING  
Festivals**

**Come along to your free  
summer wellbeing festival!**

Lots of local arts, crafts, groups and family fun!  
Free Facepainting, Juggling scarves workshop and  
Magic Martin too! Plus lots more!

Sat 3<sup>rd</sup> August 24, 11am-3pm – Parkhouse Centre  
Bude

Enjoy free  
activities and  
try new things

Find out  
about local  
wellbeing  
support

NHS health  
checks and  
advice

Fun for all  
ages!

**NHS**  
Cornwall and  
Isles of Scilly

**CHAOS**  
DIGITAL

**CORNWALL  
COUNCIL**  
www.cornwall.gov.uk

**CORNWALL  
COUNCIL**

**Healthy  
Cornwall**

Scan the QR code to find  
out more and sign up to  
be kept informed on the  
latest news and events  
happening near you!



**Bude Pride - July 27**

The Castle Green, Bude 11am - 6pm



**Wishing everyone a very happy summer.**

