

## Your Doctors

### HOLSWORTHY & HATHERLEIGH t: 01409 253692

Dr. Diana Stone  
Dr. Harpreet Jones-Pahdi  
Dr. Sean Whitaker  
Dr. Abi Jones-Pahdi  
Dr. Matt Garcia  
Dr. Richard Tingay  
Dr. Peter Abouelsaad  
Dr. Ebram Zaki  
Dr. Dhruv Dutt  
Dr. Oliver Tivey  
Dr. Afnan Randhawa

### STRATTON t: 01288 352133

Dr. Charlie Morwood  
Dr. Vic D'Ambrogio  
Dr. Viv Gillanders  
Dr. John Lamb  
Dr. Judy Parsons  
Dr. Emma Godson  
Dr. Leo Giamvrias  
Dr. Mike Trowbridge  
Dr. Wisdom Aziegebe  
Dr. Richard Wilson

### **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.

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

### **TRAINING AFTERNOON CLOSURE AHEAD**

**TUESDAY 11th March 2025**

## HOSPITAL BLOODS: UPDATE

### Dear Patients,

We want to inform you of an important change regarding our phlebotomy (blood-taking) service at our Devon practices, Hatherleigh and Holsworthy Medical Centres.



After careful consideration, we have made the difficult decision not to sign up for the new Hospital Phlebotomy Locally Enhanced Service (LES). Unfortunately, the funding provided does not cover the actual costs required to run the service safely and effectively within our Devon practices.

As a practice, we must ensure long-term sustainability to continue delivering high-quality care to our patients. This is always our highest priority. We have expressed our concerns to both the NHS Devon ICB and the Hospital Trust, that we are keen to explore alternative solutions to prevent patients from having to travel to hospitals for blood tests. However, despite our willingness to work collaboratively on this issue, we have not yet received a response from them.

As a result, from 1st April, we will no longer be able to process hospital-requested blood tests at our Holsworthy and Hatherleigh practices. Instead, all hospital blood test requests will need to be carried out by the hospital that requested them.

We appreciate that this change may be inconvenient, and we strongly encourage patients with ongoing hospital care to contact their hospital team to arrange their blood tests, as we are unable to facilitate this on their behalf.

We have spoken to our Patient Participation Groups and will also be listening to our patients generally in regard to this change. Stratton Medical Centre remains unaffected by the decision and will continue as normal.

If you have any questions, please speak to a team member, and we will do our best to assist you.

Thank you for your understanding and support. Should things change, we will of course let you know.

**Lesley Source: Practice Manager**  
on behalf of RCMG Partners



## INTRODUCING ... our new Clinical Admin Team Leader

Our Clinical Administration Team, based mostly at Stratton Medical Centre, are a super-busy team, dealing with all medical information coming into and going out of practices to and from other NHS providers (hospitals etc.) about our patients. It's a role that requires a high-level of concentration and attention to detail. So, it's exciting when someone new steps into the role as Team Leader.

**Jess Lewis** started with us at the beginning of January. Now she's had a few weeks to settle in, we thought we'd find out a bit more about her.

Jess is originally from Watford but felt the pull of the south-west when studying Fine Arts at the University in Plymouth. She didn't stray far and settled with NHS at West Hoe Surgery, close to her then home. She started in reception, moving into admin, becoming Reception Lead and, before she left, finally became Deputy Practice Manager.

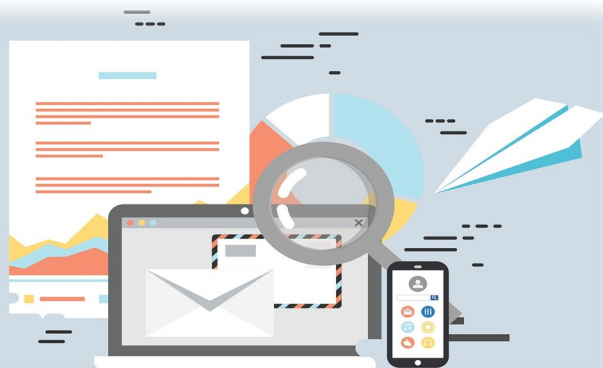
'I love working for the NHS and it's given me a career where I've plenty of chance to progress, learn new skills and work through the challenges being faced by practices locally. I love a good problem and then working things through to find a solution. I didn't plan a career in healthcare. It just happened, and I love it and now wouldn't want to do anything else.'

Jess says she feels working with the team at Stratton will give her plenty of scope to streamline some of the processes around clinical admin at practice level. "There's a lot of complicated information coming into practices every day. Medical information is at the heart of every practice. I want the flow of that information to be as simple, effective and efficient as possible. Clinical admin is communication, it's how we know what's happening with everyone, and to get that to the right place in a timely manner, needs to be a simple process, as well as safe and secure. I'm still learning about RCMG, but I hope I can help bring that to the team as we go on."

So, what does Jess do when she isn't working? "I have 2 young children (aged 3 and 10 months). I don't have time to do anything!"

Thankfully, with parents close to her home in Bude, Jess has plenty of family support. "I do manage to get out to the gym from time-to-time and enjoy running. I'm also a big Sam Fender fan and have actually managed to see him!"

Looking forward to working with you, Jess!



It is with great sadness, that, with the permission of her family, we let you know that our dear colleague and friend, **Tanya Peschke** passed away at the beginning of January. Tanya, one of the wonderful PSA team at Stratton, will be hugely missed in so many ways: for

her fabulous humour, warm, cheeky manner and willingness to have-a-go at anything; for her generous, kind and compassionate nature, and for her friendship to us all. Tanya's vibrant personality brought colour and glamour into our workplace too: she was always beautifully dressed, with immaculate nails, hair and make-up, even when really poorly. It is a testimony to her determination that in December, on one of the wildest and windiest nights of 2024, she managed to join us at the staff Christmas party — seen here. What a person! We are a lot less without her.

Sending our love and thanks to her family for sharing her with us.

A large number of the team will be running the Race for Life in Barnstaple in memory of Tanya on Sunday 15<sup>th</sup> June. More on that nearer the time!



Join us on **Facebook**



Follow us on **X (Twitter)**

**@HolsworthyMC1**



See our PCN on Insta at **coastandcountrypcn**

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



# SILVER CLOUD

If you're feeling stressed, worried or overwhelmed a lot of the time, Silver Cloud might be something to consider. It's an online mental health and well-being digital support programme using iCBT (internet Cognitive Behavioural Therapy).

Silver Cloud is FREE to anyone registered at one of the Coast&Country practices: Bradworthy, Hatherleigh, Holsworthy, Stratton and Neetside surgeries and is for any adult who would like some support with:

- improving sleep
- managing stress
- building resilience
- supporting an anxious child or teen

## Stressed, worried or overwhelmed?

From finances to family, isolation to injury, there are lots of things that can affect your mental wellbeing.

## Feel Better, Faster

Ask about our free, confidential online mental wellbeing programmes which can help you to understand how you're feeling, and why, and support you to take back control and cope better.

- Easy to use – online or on your phone, when and where you choose.
- Proven to work – Already used by over 1 million people. Most feel better within 3 months.

Find out more about [SilverCloud's](https://dpt.silvercloudhealth.com/signup/) online mental wellbeing programmes: <https://dpt.silvercloudhealth.com/signup/>  
Use sign up code: **CCPCN** (for Coast & Country PCN practices)

*Supporting you to live well*



This has given me a different look at my emotions and feelings. Helps me to feel better and calmer.

- Susan, 48

"It is reassuring to know that I have the strength to deal with whatever lies ahead."

Jo, SilverCloud® user



The programme is FREE and confidential. Please use code **CCPCN** for FREE access from any of our Primary Care Network, Coast&Country Practices.

**Sign up:** <https://dpt.silvercloudhealth.com/signup/>



Get comfortable and start talking about mental health

#TimeToTalk

**time to talk day**  
06/02/25

In partnership with



**Time to Talk Day 2025** was on Thursday 6th February, the nation's biggest mental health conversation. The day focussed on talking about mental health and reducing feelings of isolation and shame, to be more open and say how we really feel.

Talking about mental health isn't easy. But a conversation has the power to change lives.

Data released on Time to Talk Day 2024 revealed the nation is putting on a 'brave face' to avoid talking about mental health during difficult times. The tactic of bottling up was highest amongst younger people, with 69% of 16–24 year-olds and 72% of 25-34 year-olds reporting they avoid saying how they really feel.

Although sometimes it may feel easier to tell people we're 'fine', bottling things up and putting a brave face on can have a negative impact on our wellbeing. Let's use the day to remind people how talking about mental health has the power to reduce feelings of isolation and loneliness.

Although awareness days are important to throw a spotlight on an issue, it's equally important to talk about mental health every day. **Talk to us if you need to.**

**Holsworthy & Hatherleigh email: [d-icb.receptionrcmg@nhs.net](mailto:d-icb.receptionrcmg@nhs.net)**

# Eating Disorders Awareness

Throughout February, culminating in **Eating Disorders Awareness Week** starting on Monday 24th February, we will be posting information and support agencies aimed not only at those who are struggling with an eating disorder, but for everyone else to get a better understanding of what type of illness this is and where to go for support.

Around 1.25 million people in the UK suffer from an eating disorder, many in secret. They are of all ages, genders and backgrounds.

The most common eating disorders are:

- **anorexia nervosa** – trying to control your weight by not eating enough food, exercising too much, or doing both
- **bulimia** – losing control over how much you eat and then taking drastic action to not put on weight
- **binge eating disorder (BED)** – eating large portions of food until you feel uncomfortably full



## Getting help for an eating disorder

If you think you may have an eating disorder, **see a GP as soon as you can**. A GP will ask about your eating habits and how you're feeling, plus check your overall health and weight. They may refer you to an eating disorder specialist or other team of specialists.

It can be very hard to admit you have a problem and ask for help. It may make things easier if you bring a friend or loved one with you to your appointment.

You can also talk in confidence to an adviser from eating disorders charity **Beat** by calling their adult helpline on **0808 801 0677** or youth helpline on **0808 801 0711**.

## Getting help for someone else

It can be difficult to know what to do if you're worried that someone has an eating disorder. They may not realise they have an eating disorder. They may also deny it, or be secretive and defensive about their eating or weight. Let them know you're worried about them and encourage them to see a GP. You could offer to go along with them.

**NHS SUPPORT:** use NHSApp or go to: <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/eating-disorders/overview/> for links and options.

**BEAT:** provides information on: **what to do if you're worried about a friend or family member** or **what to do if you're worried about a colleague**. Go to: <https://www.beateatingdisorders.org.uk/>

## Eating disorders. Know the first signs?



### Lips

Are they obsessive about food?



### Flips

Is their behaviour changing?



### Hips

Do they have distorted beliefs about their body size?



### Kips

Are they often tired or struggling to concentrate?



### Nips

Do they disappear to the toilet after meals?



### Skips

Have they started exercising excessively?

If you're worried someone you care about is showing any signs of an eating disorder – even if they're not on our list – act quickly and get in touch. We can give you the answers and support you need to help them on the road to recovery as soon as possible.

**Don't delay. Visit [beateatingdisorders.org.uk/tips](https://www.beateatingdisorders.org.uk/tips)**



Call **0808 801 0677** or text  
**SHOUT to 85252**

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

# STAY SAFE & WARM THIS WINTER



FACE MASK UPDATE



FACE MASK UPDATE

Due to the rise in viral infections (including flu and Covid) and the impact this is having on everyone, please may we ask that you wear a face mask, whenever possible to protect yourself and others.

Thank you.

Sadly, due to a significant rise in the number of viral and respiratory infections and the impact this is having on patients and team members, we are asking everyone who is able to start wearing a face mask when visiting the practices, to protect yourself and others.

This is **only a temporary measure**, but will enable everyone to stay as protected as possible when visiting the practices at the moment.

Please ask at reception if you don't have a mask and wish to wear one.

One of the best ways to protect yourself is to take up the offer of a flu and/or Covid vaccination if you are eligible. Please ask at reception if you are under 65, are eligible and would still like to have a flu vaccination. We still have a few left!

### Under 65?

If you're on one of the eligible groups and would still like a flu jab, we still have vaccine available.

Please speak to us at reception and we'll get you booked in!

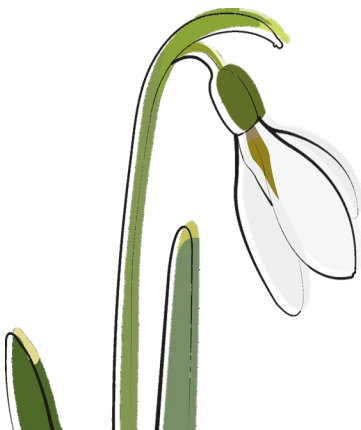
Protect yourself, your family and the NHS.

For more information please visit: <https://www.nhs.uk/vaccinations/flu-vaccine/>



## Where to go for warmth

With heating costs being a considerable part of most people's budgets, it can be helpful to go out to find safe, warm spaces locally. Avoid being cold, if you can. Here are a few local options. Please check each venue for activities and opening times.



LIBRARIES	HOLSWORTHY	With Community Fridge
	BUDE	With Community Larder
	LAUNCESTON	Lots of activities throughout the week and some Saturdays.
	OKEHAMPTON	
COMMUNITY VENUES	OKEHAMPTON	Wellbeing Café, St James' Street
	OKEHAMPTON	Ockment Centre, North Street
	BUDE	Berries Community Café, Berries Av.
CHURCH SETTINGS	HOLSWORTHY	Methodist Church, Bodmin Street
	BUDE	Neetside Methodist Church Hall
	BRADWORTHY	St John Baptist Church, Bradworthy—safe space. Call Rectory on 01409 251015.



# IN YOUR COMMUNITY

Accessible!!

## COMMUNITY EVENT

**22 FEB 2025**

The Parkhouse Centre  
Ergue-Gaberic Way  
Bude EX23 8LD

We are holding our 4th event to showcase all that the wonderful Bude Community has to offer, we will be offering activities, stalls and information.

Please let me know if you would like a booking form.

Lorraine Corrigan-Turner - Community Partner  
budewellbeingevent@gmail.com  
07890 400253

mencap

## BEWARE OF SCAMS!



Protect yourself from scams.

Join us for a free  
**SCAM AWARENESS  
WORKSHOP**

Friday 7th March 10.00am - 12.00am  
Holsworthy Library, North Rd, Holsworthy  
EX22 6HA

Navigate CIO, a charitable incorporated organisation.  
Registered Charity Number 1182020.  
Registered Address: 4 King Square, Bridgwater,  
Somerset, TA8 3YF.  
Telephone Number 01823 299050.



Navigate CIO is authorised and regulated by the Financial Conduct Authority 837950 for debt related activities.



Department  
of Health &  
Social Care

**NHS**

HELP BUILD  
**a health service  
fit for the future**



**CHANGE**  
NHS

Get involved now:

[www.cios.icb.nhs.uk/get-involved/nhs-10-year-health-plan/](http://www.cios.icb.nhs.uk/get-involved/nhs-10-year-health-plan/)

How do you feel about NHS Services in Cornwall?

The NHS is planning for the next 10 years, and they want to hear from you. This is your chance to say what works, what doesn't, and what needs to change.

Complete the survey by **Friday 14th February**  
: <https://www.surveymonkey.com/r/webCIOS>

**14** Give your feedback in person. Drop in at the Wellbeing event at the Parkhouse Centre, Bude, on **Saturday 22nd February**, from 11am to 3pm.



**SCAMMERS** are at work in the South West.  
Please be vigilant.

Even if the caller says they are from a medical centre, or arranging a visit, if you don't recognise the name or the number of your caller, hang up and call us back to check it's us.

If in any doubt, end the call and call us back.



**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
**0300 123 2040**