

# TRESCOBEAS SURGERY



## Practice Information Leaflet

Trescobeas Road, Falmouth, Cornwall, TR11 2UN

01326 315615

[www.trescobeas-surgery.co.uk](http://www.trescobeas-surgery.co.uk)

## The Partners

**Dr Catherine Hounsome** MB, BS,DFSRH,MRCGP, DRCOG. Born in 1970, Dr Hounsome has practiced in a variety of cities and Australia. After practicing in several local surgeries, she joined Trescobeas in September 2012. Her clinical interests include Oncology, Female Health and Pediatrics. Married with 3 children she enjoys a variety of outdoor pursuits.

**Dr Carol Clark** DRCOG, MRCGP, PGDip. Born in 1959 Dr Clark was educated at Barts and qualified as a doctor in 1983. After spending most of her career practicing in the southeast, she moved to Cornwall with her family in 2005 and joined the Practice in 2006. Her professional interests include Female and Pediatrics Health and medical education.

**Dr Catherine Burnett** BSC MBBS MRCP DRCOG MRCGP. Born in 1977, Dr Burnett was educated in Dorset and qualified in London. After practicing in a variety of local surgeries she joined Trescobeas in September 2012. Her clinical interests include Child Health. Married with 3 children her interests include running, trekking and watersports.

**Dr Catherine Osborne** BSc BMBS MRCGP. Born in 1981 and qualified in 2008 from Peninsula Medical School. She completed her GP training with Trescobeas in 2014. After working for other local surgeries, returned to a permanent post at the surgery in the summer of 2015. Her clinical interests include Women's Health and Pediatrics. She lives locally with her family and enjoys the Cornish outdoor life

**Dr Mark Morris** MB, MRCPsych, MRCGP, DFFP. Born in 1971, he grew up in Falmouth, qualified in Southampton (1993) and joined Trescobeas Surgery in 2015. He values working in his home town and has an interest in psychological medicine. When he is not at the practice he works for the out-of-hours GP service and for NHS Practitioner Health (looking after doctors who are struggling emotionally). He is the Clinical Director for the Falmouth & Penryn Primary Care Network and teaches both medical students and GPs in training. **His interests include 'Fun, Family, Friends and music....!'**

**Dr Jonathan Davies** BMBS, BSc (Hons) A highly motivated doctor, married and father of 3 young children, good team player, and good communicator. I look forward to the challenges presented in General Practice.

**Dr Jonathan Sharp** MBBS MRCGP BA PGCE. Born in 1975, Dr Sharp grew up in Somerset and qualified in London. Having worked in Cornwall since qualification he joined Trescobeas Surgery first as a GP registrar, before joining permanently in 2018. His clinical interests include musculoskeletal medicine and minor operations. He can often be found running with his dog on the coast path.

**Dr Nick Hyatt** BMBS, MRCGP (2013). Born in 1987, he grew up in Cornwall, did his medical training in the Southwest and Brighton. He joined Trescobeas in 2018. He enjoys contributing to the community and county with his work. His clinical interests include care of the elderly, men's health and musculoskeletal medicine. In his spare time, he enjoys spending time with his young family in the great outdoors.

## The Salaried Doctors

**Dr Bethany Dick** BSc, MBCh

**Dr Lucy Adami** – Currently on Maternity Leave - BM, MRCGP, DFRH. Born in 1989 Lucy qualified in Southampton in 2013 before moving down to Cornwall. She joined us as a registrar in August 2018, has since completed her training and is here to stay. Her main clinical interest is women's health. Lucy lives locally with her family and enjoys growing veg, looking after their animals and exploring the Cornish coastline on foot and in the water.

**Dr Austin Hymas** MBBS, BSC, MRCGP. Born in 1987. Educated in Cambridge and qualified in London. He worked in Emergency medicine in Australia before completing GP training in Cornwall (2020). Clinical interests include health care of the elderly and acute medicine. Married with two children his interests include cricket, fishing and spending time outdoors in the countryside,

## Nursing Team

Lead Practice Nurse: Zoe McCullough

Practice Nurse: Julie Spriggs

Healthcare Assistant: Tracy Barrett and Eleanor Jermyn

Phlebotomist: Joanne Harvey

## Attached Staff

Emergency Care Practitioner: Zoe Humphreys and Emily Wragg

First Contact Musculoskeletal Practitioner: Andrew Taylor and Nicola Harrison

Community Nursing Team – Based at Falmouth Hospital

Community Midwifery – Based at Falmouth Out-patients

Health Visitors – Based at Falmouth Out-patients

# Management

Practice Manager: Susan Uglow  
Deputy Practice Manager: Hannah Cole

## Overview

The practice is based in modern, purpose-built premises with a car park for both staff and patients. The practice covers the following areas: Falmouth/Penryn/Mylor Bridge/ Flushing/ Mabe/ Mawnan Smith

Co-located within the practice is the Boots Pharmacy, which has a clinical pharmacist who offers advice and treatments for a range of minor ailments during normal working hours.

The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients.

The waiting room offers a range of literature for all patient groups as well as an area for children. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

## How to Register

We are pleased to accept all patients from Falmouth/Penryn/Mylor/Flushing and the surrounding areas. Please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see any GP of your choice. It is recommended that you routinely see the same clinician for continuity of care.

All patients will have a named GP. You can find out who you're named GP is by asking at reception; this information is also shown on your repeat prescription form or by signing up to our online services.

You can pre-register online, and further information can be found on our website

Once you are registered with us, you will be able to order repeat prescriptions and access your health record (a separate form is required for this). More details are available online at [www.trescobeas-surgery.co.uk](http://www.trescobeas-surgery.co.uk) or by phoning to a member of the reception teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online via our online services. For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

# Hours of Business

Monday, Tuesday, Wednesday, Thursday, Friday: 08:00 – 18:30

Saturday, Sunday and Bank Holidays: Closed

GP telephone appointments are available Monday-Friday. If you wish to be seen, these are arranged following your telephone consultation.

Appointments with the nursing team are available between 08:00 – 11:30 and 13:30 – 17:30.

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment.

## Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the call-back system, logging a call before 10:30am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out by our emergency care practitioners Monday to Friday.

## Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** – All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** – The nursing team are responsible for the administration of both adult and child immunisations. The practice nurse has set vaccination clinics. If you are unable to attend these clinics, please enquire at reception and book an alternative appointment.

**Travel Immunisations** – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. There will be a charge associated with travel immunisations. Please review our website or book an appointment with the nurse to discuss your requirements.

**Minor Operations/Injections** – Simple minor surgery or Injection such as the removal of skin lesions, joint injections, steroid injections etc. can be performed by your GP. At this practice a number of our GP's are able to carry out minor operations. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

**Cervical Smear Testing** – This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Long-term Conditions Management** – We hold a range of clinics to help our patients manage the following:

- Asthma
- Hypertension
- Diabetes
- Heart disease
- Kidney disease

We also offer the following services:

- Antenatal clinic
- Baby clinic
- Post-natal checks
- Smoking cessation
- Counselling for drug and alcohol addiction

#### Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. More information can be found on our website.

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Vaccination certificates
- ENG1
- Lots more

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

## Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Within this area, the local walk-in centre is located at Camborne and Redruth Hospital (Cardew Industrial Estate about 20minute Drive)

Additionally, there is a Minor Aliment's service located All Pharmacies within Falmouth and Penryn area. They offer the following services:

- UTI (Women only, ages 16-65)
- Impetigo (a skin condition)
- Insect bites
- Mild skin conditions
- Nappy Rash
- Lots more

## Prescriptions

Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated boxes at Trescobeas or if you live in Mylor then drop it at Mylor Surgery.
- Online – Please log in and order via our website or app "AIRMIDuk"
- Email – trescobeas.prescriptions@nhs.net

**Please allow 3 working days (excluding weekends and bank holidays) when ordering repeat prescriptions.**

Should you run out of your medication when the pharmacy is closed, visit your local pharmacy who may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of our team.

## Training

We are a training practice; we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

## Complaints & Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please contact our reception team who may be able to deal with your complaint.

You will be given information or explained about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception or email us at [trescobeas.surgery@nhs.net](mailto:trescobeas.surgery@nhs.net)

## Patient Responsibilities

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their best to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

## Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

## Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form which can be found on our website.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

## Patient Participation Group (PPG)

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available via our website.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

## Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

Kernow CCG

01726 627 800

[Kccg.contactus@nhs.net](mailto:kccg.contactus@nhs.net)

[www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk)

Further information about local services can be found by visiting the NHS Choices website.

## Useful Information

The following telephone numbers may prove useful:

- Cornwall Link - Cornwall Link - Connecting you to your community ([cornwall-link.co.uk](http://cornwall-link.co.uk))
- Home | Cornwall Partnership NHS Foundation Trust ([cornwallft.nhs.uk](http://cornwallft.nhs.uk))