

Bodriggy Health Centre



Practice Leaflet

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Practice Manager - Mrs Eleanor McCallum MAMS DipPCM

Bodriggy Health Centre

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Hayle

Cornwall

TR27 4PB

Phone: 01736 753136

Email: enquiries.bodriggy@nhs.net

Website: www.bodriggysurgery.co.uk

Your local NHS Clinical Commissioning Group is Kernow CCG
Room 210, Cornwall Council Offices, 39 Penwinnick Rd, St Austell PL25 5DR. Tel 01726
627800. www.kernowccg.nhs.uk

Welcome to Bodriggy Health Centre

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.

Bodriggy Health Centre was built in 1991 as a purpose-built GP practice and now serves a population of approximately 12000 patients who live in Hayle and surrounding towns and villages, as well as the many tourists who visit the area during the summer season.

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, minor injuries, and cervical smear tests.

Our Staff

The Doctors

The practice has ten doctors (5 male & 5 female doctors). Please see the timetable on the reverse of this leaflet for the days your doctor usually holds their surgeries.

Trainee GPs, Student Doctors, Student Nurses & other Health Professionals

We are an approved training practice and often have GP Registrars, medical students, student nurses and student allied health professionals 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 18 months to gain valuable experience in General Practice. Registrars participate in weekly joint surgeries with a GP 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.

The Nursing Staff

We have 4 practice nurses, Katie Hardy RGN, Kerie Green RGN, Eleanor Glasson RGN and Kimberley Halton RGN. The nurses run special clinics for disease management such as diabetes, hypertension, coronary heart disease, and respiratory disease such as asthma and COPD. Other nurse duties include cervical screening, childhood vaccinations, adult vaccinations, wound dressings, removal of sutures, travel vaccinations and health checks.

Our Health Care Support Team hold clinics for blood pressure checks, phlebotomy, wound care, diabetic foot checks, some adult injections, ECGs, fitting of 24 hour ECG and 24 hour Blood Pressure monitors, anti-coagulant monitoring & health checks for certain groups of patients.

Locums

We occasionally employ locums to cover for sickness, annual leave etc. If you are seeing a locum doctor or nurse, you will be informed of this when you make the appointment.

Business Managing Partner

Mrs Stephanie Jones is responsible for managing the practice functionality, optimising efficiency, financial management and ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment.

Practice Manager

Mrs Eleanor McCallum is responsible for managing the day-to-day operations of the practice, including managing staff, recruitment, learning & development, patient services, service delivery, quality & continuous improvement, premises & security, and ensuring that the practice complies with CQC regulations.

Reception Office Manager

Mrs Ashley Ayling is responsible for the smooth running of the reception office and customer service.

Patient Advisors

Our team of patient advisors are the first point of contact for telephone and reception desk enquiries. Their main duties include operating the telephone switchboard, dealing with appointment requests, organising repeat prescriptions and customer service.

Administration

We have a team of practice secretaries & administrators who provide administrative support to the doctors and staff. They manage the patient referrals, patient recall system, medical records, correspondence/workflow and they ensure that patients with certain medical conditions get regularly reviewed by the clinicians.

Staff Attached To The Practice

The community nursing team, although based in a separate office in the Community Centre, they work closely with the practice staff.

Community Nurses - Tel 01736 755756

Community Midwives Tel 01736 571202

Health Visitors 01736 336645

Clinical Pharmacist - Holly is based at Bodriggy Health Centre and is responsible for performing medical tasks, monitoring patients and ensuring that the medications prescribed for patients contribute to the best possible health outcomes.

Pharmacy Technicians – We have a team of Pharmacy Technicians working across the Penwith practices. Their role is preparing the repeat prescriptions, undertaking prescribing audits and helping patients get the best outcomes from taking their medicines.

Mental Health Practitioner/Health & Wellbeing Coach – Caroline works across the Penwith practices & is responsible for carrying out mental health reviews.

First Contact Physiotherapist – Tamsin is based at Bodriggy Health Centre and can help Patients with back and joint pain, including conditions such as arthritis. Patients will now be able to contact their local physiotherapist directly, rather than waiting to see a GP or being referred to hospital. Patients can also see a physiotherapist by speaking to the GP practice receptionist or by being referred by their GP.

Social Prescriber – Henri is based at Bodriggy Health Centre and can see adults (18+) with low level mental health conditions, social isolation, poor health/lifestyles, those living in

deprived areas. Social prescribing takes a holistic approach to people's health and wellbeing and can connect people to community groups and statutory services for practical and emotional support.

Community Coordinators – Ruth works across the East Penwith practices and can provide a short to medium term coordinating function and is the link between GP practices, community nursing team, social care providers & voluntary services.

Psychological Therapy - Outlook Southwest offers mental health therapy for people suffering with stress, low mood and worry for people aged 16 and above. Patients can self-refer by calling 01208 871905 or online at <https://www.cornwallft.nhs.uk/outlook-southwest/>

New Patients

The doctors welcome new patients who live within our practice area. Our practice boundary map is available on our website or you can discuss this with a member of our reception team. You can download a registration form and patient questionnaire from our website or request a copy at reception.

Temporary Patients

We encourage patients to contact their own GP Surgery in the first instance as most enquiries can be dealt with over the telephone or through video consultations. If patients need to be seen face to face, this can be arranged.

Some pharmacies provide a minor ailment service and can advise and give treatment about a range of common conditions such as cystitis, aches and pains, sore throat, colds, flu, earache, skin rashes, teething and red eye.

If you have left your medication at home and you live in England, your own GP practice can arrange a prescription for you and send it electronically to a local pharmacy. Alternatively, pharmacies may be able to give an emergency supply to last you until you return home.

Doctor Appointments

There are many ways to consult with your doctor and often it doesn't require a face-to-face appointment. We offer telephone consultations, video consultations, online consultations and face to face consultations. It may be more appropriate for you to see a specialist health professional such as a Clinical Pharmacist, a Mental Health Practitioner/Well-being Coach or a Physiotherapist.

All GP appointment requests are triaged by a doctor in the first instance. Our patient advisers will take your details and arrange for you to receive a call from a doctor. Alternatively you can complete an Online Consult form which is available on the home page of our website or on the Patient Access App, if you are registered for online services. During the call the doctor will take a history of the medical problem and will discuss the options with you. If a face-to-face appointment is required, this will be arranged at that time.

Nurse Appointments

The nurse appointments are mainly pre-bookable with only a few appointments each day for urgent matters. It would be very helpful if you could give our reception staff an idea of what your appointment is for so that you can be booked into the correct clinic with the appropriate nurse and given adequate time for the procedure.

Extended Hours Appointments

Doctor appointments – Friday evenings from 6.30pm – 8pm.

Nurse appointments – Tuesday from 7am – 8am and 6.30pm – 8pm.

Attending your appointment

When you arrive for your appointment, please report to reception, or check yourself in by using our Touch-Screen check-in system which is quick and easy to use and confidential.

Face Coverings

GP practices, hospitals, dentists, and other health care providers, still require patients, staff and visitors to wear face coverings to help prevent the spread of infection and protect vulnerable patients.

Cancelling your appointment

Please cancel unwanted appointments by telephone, by email (contact details are on the front page), by completing our Online Consult form or by replying cancel to the appointment reminder SMS message if you received one.

Home Visits

If possible, please try to telephone reception before 10:30 if you require a home visit.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

Out of Hours

Our out of hours cover is provided by NHS 111. When we are closed, please telephone 111 for the Out of Hours Service. Website <https://111.nhs.uk>

Minor Injuries

We can see and treat some minor injuries without you having to attend a minor injury unit.

The injuries we can treat at the practice are as follows: -

- sprains and strains (not requiring an x-ray)
- minor burns and scalds
- minor head injuries (but not if someone is unconscious)
- insect and animal bites and stings
- minor eye injuries
- cuts, bruising and grazes

If you need to visit a minor injury unit, please do not just turn up. You may be directed elsewhere or have to wait longer. Contact [NHS 111 online](#) or call 111 at any time of day or night. The team can find out where and when you should go and check minor injury unit

opening times. It means you will get the right treatment, more quickly and probably closer to home as well.

Absent doctors

We would prefer you to see your own doctor for continuity of care. However, there are occasions when this is not possible and during these times you will be offered an appointment with another doctor in the practice.

Results, prescriptions and paperwork will be dealt with by another doctor to avoid delay.

Private Services

We offer some medical services which are not available on the NHS (e.g. driving medicals, seafarers medicals, administrative matters like insurance claim forms, private certificates, some travel vaccinations etc). These services are not provided by the NHS and therefore a fee is payable. Our list of fees are available in reception and also on our website.

Carers

Many carers need support themselves and can sometimes feel very isolated. We are keen to identify and support carers in our community. Please let us know if you are a carer.

Cornwall Carers Service offers a range of support for unpaid carers throughout Cornwall and can be contacted on 01736 756655 or visit their website www.cornwallcarers.org.uk

Repeat Prescriptions

We use a computer system for all prescriptions. You can order your prescription by leaving a message on our prescription telephone message service, via our Online Consult service via our website, on-line through the Patient Access App or the NHS App (if you have online access), by post or simply drop your request into the surgery. Routine repeat prescription requests take 2 working days to process. Please allow an extra 2 working days for your pharmacy to get your medication ready. Most prescriptions are sent to the pharmacy of your choice electronically.

Test Results

Please telephone for test results from 12 noon Monday to Friday on 01736 753136 or you can request your results via our Online Consult form on our website or on the Patient Access App (if you have registered for online access).

Parking

There is free parking at Bodriggy Health Centre for patients to use whilst visiting the surgery or Bodriggy Pharmacy. There is a 5mph speed restriction in the car park area. Drivers are kindly asked to look out for pedestrians.

Car owners who wish to use the car park do so at their own risk. The management is unable to accept responsibility for any damage caused to vehicles or theft from vehicles whilst parked on the surgery premises.

There are limited parking spaces and during busy times, the car park can be full. Please allow extra time to park your car. Parking is allowed along Queensway but please do not park along the entrance to Green Park Road and Bowling Green Court as this is private property and a wheel-clamping zone.

Do you need to drive to the surgery? We encourage patients to walk, cycle, lift share or use the local town bus if possible.

Facilities for the disabled

There are 2 dedicated parking bays for disabled badge holders which are situated close to the main entrance to the surgery.

The surgery is accessed through automatic doors. The waiting room, consulting and treatment rooms are all on the ground floor. There are comfortable raised seats with arms in the waiting room. Most of our consulting & treatment rooms are fitted with hydraulic couches to provide more comfortable examination facilities.

There is a hearing induction loop fitted to the reception desk to assist the hard of hearing.

We use both an audio and visual patient call system but more often our staff will collect patients from the waiting area.

There are two toilets in the public areas with disabled access.

Online Access

To access appointments, your medical information and to order medication, you can register for online access through either Patient Access or the NHS App. If you would like online access, please speak to member of our reception team or email enquiries.bodriggy@nhs.net

Online Consult

There is now no need to wait on the phone to speak to us. Submit your medical or administrative enquiry to us online at www.bodriggysurgery.co.uk or via the Patient Access App (if you are registered for online access), and we will get back to you with the advice you need. You can use this form to request medical advice, appointments, telephone calls, medication, test results, admin queries, referral queries or to simply tell us of a change of address or phone number.

Smoking

We have a no smoking policy and smoking is not permitted anywhere on the premises including the external grounds.

Babies and Breast Feeding

The practice recognises the benefits of breastfeeding to both mothers and infants and therefore encourages and supports breastfeeding on the premises.

Baby changing facilities are provided.

Young People

Our services are young people friendly. If you want to talk to a health worker about something personal, they must keep this information confidential, even if you are under 16. This may be information about sex, relationships, pregnancy, contraception, drugs, alcohol & feeling down.

Private Services

We offer some medical services which are not available on the NHS (e.g. driving medicals, seafarers medicals, administrative matters like insurance claim forms, private certificates,

some travel vaccinations etc). These services are not provided by the NHS and therefore a fee is payable. Our list of fees is available in reception and also on our website..

Comments, Suggestions and Complaints

If you have any suggestions you wish to make, the Office Manager or Practice Manager would like to hear from you.

We always try to provide the best service possible but there may be times when you feel that this has not happened. We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. This will enable us to establish what happened more easily. A copy of our complaints leaflet is available at reception.

You may also make your complaint directly to NHS England, who commission our service:
By telephone: 0300 311 22 33
By email: england.contactus@nhs.net
By post: NHS England, PO Box 16738,
Redditch, B97 9PT

You may also approach Healthwatch or the Independent Health Complaints Advocacy for help or advice. The local Healthwatch can be found at www.healthwatch.co.uk.
The IHCA is able to be contacted at: www.seap.org.uk/services/nhs-complaints-advocacy

Patient Participation Group (PPG)

Bodriggy Health Centre PPG is a group of people who are patients of the surgery and want to help it work as well as it can for patients. They meet every few months to discuss practice issues and patient experience to help improve the service. If you would like to become a member, please let us know by calling us on 01736 753136 or email enquiries.bodriggy@nhs.net

Staff Training

We are committed to staff training to maintain a high standard of care. All members of the practice team receive regular training and up-dating.

How You Can Help

Being a patient means that you have responsibilities too. Basic courtesies include being polite and respectful to doctors and staff. Please be punctual for appointments or let us know if appointments are no longer required. You should inform us immediately if you change your name, address or telephone number. Do not misuse the out of hours service for routine or trivial matters. Please take your medicines as directed by the doctor, and if you choose to stop taking them it is sensible to let the doctor know.

Zero Tolerance Policy

Please be aware that abusive, aggressive or violent conduct by any patient or patient's representative, towards any doctor, member of staff or any other person on the surgery premises is taken very seriously and will not be tolerated. This could be actionable by removal from the surgery list

Confidentiality

All staff are fully trained in confidentiality and data protection. Any information given will be treated in strict confidence. We will only give details about appointments, test results to you personally. If you wish to discuss something in private but feel you cannot do this at the reception desk, please ask a member of staff to arrange to speak with you someone more private.

How To Find Us

From Redruth. Take 4th exit on the roundabout after passing Shell Garage on the left. Go straight over the mini roundabout 100 yards after. Enter built-up area passing the Recreation Ground on the right and a few yards after Co-op Supermarket on the right. Entering a busy shopping street, take the second turning on the left just before the Cornubia Hotel (between the hotel and a baker's shop). Go to the top of the hill -this is a narrow street, usually full of parked cars. At the 'T' junction take the road to the right - you should see a sign for the Health Centre, follow this road round passing under a railway bridge. Immediately after the bridge take the road round to the right travelling uphill. We are at the top of the hill on the left.

From Penzance. Take the road between the White Hart and the carpark/Lloyds Bank (not the Helston road) Enter Penpol Road. Turn left opposite Penpol school. Follow this road round, there are sharp blind corners to negotiate. Drive through a housing estate (Queensway), shortly after leaving the estate see the Frank Johns Care Centre on the right, then Hayle Community Centre. We are the next building, set back from the road.

Practice Opening Times		
Day	Reception Desk	Telephone Lines
Monday	08:00 – 18:00	08:30 – 18:00 08:00 – 08:30 for emergencies only (duty doctor) 18:30 – 18:30 for emergencies only (duty doctor)
Tuesday	08:00 – 18:00	08:30 – 18:00 08:00 – 08:30 for emergencies only (duty doctor) 18:30 – 18:30 for emergencies only (duty doctor)
Wednesday	08:00 – 18:00	08:30 – 18:00 08:00 – 08:30 for emergencies only (duty doctor) 18:30 – 18:30 for emergencies only (duty doctor)
Thursday	08:00 – 18:00	08:30 – 18:00 08:00 – 08:30 for emergencies only (duty doctor) 18:30 – 18:30 for emergencies only (duty doctor)
Friday	08:00 – 18:00	08:30 – 18:00 08:00 – 08:30 for emergencies only (duty doctor) 18:30 – 18:30 for emergencies only (duty doctor)

Doctors Timetable					
	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Maskell	AM & PM		AM & PM	AM & PM	
Dr Jones	AM & PM	AM & PM		AM & PM	
Dr Evans	AM & PM	AM & PM		AM & PM	
Dr Mulholland	AM & PM		AM & PM	AM & PM	
Dr Cook		AM & PM	AM & PM		AM & PM
Dr Curnow	AM & PM		AM & PM	AM & PM	
Dr Sanderson		AM & PM	AM & PM		AM & PM
Dr Scrimshaw		AM & PM		AM & PM	AM & PM
Dr Hart		AM & PM	AM & PM		AM & PM
Dr Mensing	AM & PM				AM & PM

Nursing Team Timetable					
Nurse Hardy	AM & PM	AM & PM	AM & PM	AM & PM	
Nurse Green		AM & PM	AM & PM	AM & PM	AM & PM
Nurse Glasson			AM & PM	AM & PM	AM & PM
Nurse Halton	AM & PM	AM & PM		AM & PM	
ANP Louise Jopson	AM & PM	AM & PM	AM & PM	AM & PM	
HCA Trudy Jones		AM	AM	AM	AM
HCA Kerry Jones	AM & PM	AM & PM		AM & PM	AM & PM
HCA Christine Groves	AM & PM	AM & PM			AM & PM