

Pendeen Surgery Summer Newsletter



Welcome to the Newsletter - June 2025

We hope you have found the first two issues of Health Matters (that went out at the end of April and May) interesting. We will be sending one or two Health Matters out between each quarterly Newsletter.

In this Newsletter, amongst other things, we have updates on new staff at the surgery, the patient survey, an important focus on how hot weather can affect us and information about how important it is you see 'the right person the first time' when you have an appointment at the surgery.



Right Care, First Time

There were nearly **52,000** appointments at Pendeen Surgery last year. Nearly half of these were with specialist clinicians such as Nurse Practitioners, Primary Care Practitioners, Practice Nurses and Health Care Assistants.

This broader team is one of the ways the Surgery is working to ensure that patients get the right care from the right professional as quickly as possible.

The Reception Team are trained to be able to determine the right person you should see, so you may find you are asked more questions but this is so they can direct you to the person who is best able to help you. Right Person, First Time. If you would like to watch the video here is the link <https://www.youtube.com/watch?v=FiH-pDos0BE>

Heat Exhaustion and Heat Stroke

We have had a very warm spring and the expectation is that we will have a hot summer. Whilst most of us enjoy some degree of heat, we do need to be aware that for some people the heat can be a problem.

Those who need to be more careful are

1. young children
2. older adults
3. people with chronic health conditions (like heart or kidney disease, diabetes and mental health problems)
4. those on certain medications (diuretics and some antidepressants)
5. anyone who is overweight.

These people are more likely to be affected as their bodies have a reduced ability to regulate their body temperature.

Heat Exhaustion

This does not usually need emergency help if you can cool down within 30 minutes. If it becomes heatstroke then it needs to be treated as an emergency.

Symptoms include headache, feeling sick or being sick, dizziness, tiredness, excessive sweating, skin pale and clammy or a heat rash, cramps in arms, legs and stomach, fast breathing or heartbeat, very thirsty and a high temperature.

If someone has these symptoms they need to be cooled down and given fluid

Heat Stroke

If the symptoms of Heat Exhaustion do not improve within 30 minutes, the person needs to be put in the recovery position and you should call 999.

Symptoms include

1. not improving after 30 mins of resting in a cool place, being cooled and drinking fluids
2. a very high temperature
3. hot skin that's not sweating and might look red (this can be harder to see on brown or black skin)
4. a fast heartbeat
5. fast breathing or shortness of breath
6. confusion and lack of coordination
7. a seizure or fit
8. loss of consciousness

They must not drive

For more information on Heat Exhaustion and Heat Stroke see the NHS website link <https://www.nhs.uk/conditions/heat-exhaustion-heatstroke>

How to prevent it

1. drink more cold drinks, keep well hydrated
2. wear light-coloured, loose clothing
3. avoid the sun between 11am to 3 pm
4. avoid excess alcohol
5. avoid extreme exercise
6. if indoors close curtains, close windows if it is hotter outside than in.

Staffing Updates

Casey Turford

Casey is our new Receptionist. Casey has experience in mental health and is partially trained as a paramedic and so brings great knowledge to the role.

Kirstie Watkins

Kirstie is our new Finance Assistant working two days a week.

Saran Braybrook

Saran will replace Andrew Beechey as Clinical Pharmacist whilst he takes a sabbatical. Saran will remain part of the team when Andrew returns in September 2025.

Patient Survey

If you had an appointment at the Surgery during the first week of June you will have seen members of the Pendeen Patient Group (PPG) helping with a Patient Survey.

We are collating the results and will let you know the results and what actions we will be taking to address any issues.



If you wish to provide any feedback on this newsletter to the Surgery then please email hwicb.pendeen.newsletter@nhs.net. Please note this email is only for feedback on the newsletter and is not for medical purposes.