



## Appointment booking/cancellations

The 'best' way for patients to book GP appointments isn't just one method anymore - it's about using the **right channel for your situation**.

### Your Doctors

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 Aziegbe  
Dr. Rebekah Gibbons  
Dr. Jonathan Barron  
Dr. Joy Perham

Practice Manager  
Angela Sundberg

Stratton  
Tel: 01288 352133

**OPENING TIMES**  
Monday to Friday.

Please check individual practices for times as they 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.

### Online booking (usually best overall)

- Accurx link via our website(link below) - select '**I have a health problem**'.  
**Fill in a request form - 8am - 6pm Mon-Fri**
- **Get a response ie. text - confirmation of request, appointment, advice or referral**

Unable to do this? Call us after 11:00am and we will go through the form with you over the phone.

### Contact us about your request - Accurx Patient Portal

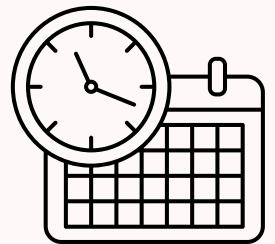
- NHS App - Lets you **book, cancel and view appointments**.

### For non-urgent issues

#### Phone: (best for urgent or complex issues)

- Same-day or urgent appointments (8.30am - 6.30pm)
- If you're not comfortable with online systems.


**In person** - You can still go into the surgery and speak to our reception staff.



We know that things happen over which you have no control, meaning that **cancelling an appointment may go to the back of your mind or even be forgotten**.

Each appointment missed where someone **Did Not Attend** without notifying us of a cancellation, represents an appointment that could have been given to someone else, lost consultation time and consequent bigger wait times.

## Can't make it ? Let us Know!

- ✓ Please inform us soon as possible
- ✓ Cancel via our website or the NHS App
-  Set reminders so you don't forget

**Do your part - don't let your appointment go to waste!**

**We are here to help you.**  
Thank you for treating us with respect.



<https://www.strattonmedicalcentre.co.uk/appointments>

# May National Health Campaign - skin cancer awareness



## May is skin cancer awareness month.

Whether you are directly affected by skin cancer, or you just want to find out more, we have information that can help.

For skin cancer awareness month we have answered some of the most frequently asked questions about skin cancer. - **Macmillan Cancer Support**

<https://www.macmillan.org.uk/cancer-awareness/skin-cancer-awareness-month>

## There are three main types of skin cancer:

- basal cell carcinoma (BCCs)
- squamous cell carcinoma (SCCs)
- melanoma.

Too much sun speeds up ageing of the skin

About 8 to 9 of every 10 skin cancers are thought to be caused by sun damage.

A tan is a sign of skin damage - NOT health

BCCs and SCCs are different from melanoma. They are called non-melanoma skin cancers and are more common than melanoma.

## What is the main cause of skin cancer and am I at risk?

Most skin cancers are caused by skin damage that happens from **exposure to ultraviolet (UV) light from the sun or sunbeds.**

**All types of skin** are at risk of sun damage and skin cancer.

The risk is **highest if you have skin that tends to burn easily, or freckle in the sun.**

If you have black or brown skin, you can get skin cancer but it is **less likely.** You still **need to protect** your skin from the sun and check for anything unusual.

**It is important** for everyone to follow skin protection advice and to **check their skin regularly.**

If you are worried always please, contact your GP surgery.

NHS

In the past 10 years, skin cancer rates in the UK have increased by 59% in men and 36% in women\*

**#CoverUpMate**

\*Cancer Research statistics

Farmers, builders, sportsmen and gardeners (all aspect of outdoor work) are all being targeted by **NHS England South's "Cover Up, Mate" campaign** because of their prolonged exposure to the sun – **and men** are a particular focus because research indicates that they are much **less likely** than women to slap on the sunscreen.

The latest statistics show that '**early stages**' of diagnoses of malignant melanoma in the South West are **88% female and 86% male** which is **higher** than the national average across England. There are more people diagnosed with skin cancer in rural areas of the **South West such as Devon, Cornwall and Somerset.**

**The earlier skin cancer is caught, the easier it is to treat, so see your GP as soon as possible if any moles or freckles change size or shape.**

Skin cancer doesn't discriminate

#KnowYourSkin BE SMART ABOUT SKIN CANCER



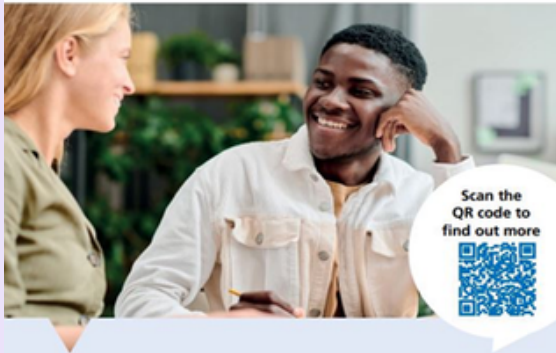
#Know your skin

BE SMART ABOUT SKIN CANCER

**1 in 47 women** will be diagnosed with **melanoma skin cancer** in their lifetime

# Mental Health Awareness Week

**NHS**  
Cornwall and Isles of Scilly  
Talking Therapies



Free, confidential therapy for anyone over 16 experiencing anxiety and depression.

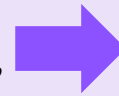
To self-refer, call 01208 871 905 or visit [cornwallft.nhs.uk/talking-therapies](http://cornwallft.nhs.uk/talking-therapies)

## Monday 11th May to Sunday 17th is Mental Health Awareness Week, a chance to increase people's

understanding of Mental Health Conditions and to encourage everyone to take stock of their own wellbeing to stay healthy of mind as well as healthy of body.

**You can't separate the two.**

The theme for 2026 is 'Action'



**ACTION**  
FOR YOURSELF  
FOR SOMEONE ELSE  
FOR ALL OF US.

**For yourself** - find your one thing to boost your mental health. Choose one positive action that works for you.

**For someone else** - The environment we live in impacts our mental health. What can you do to help build mentally healthy communities, workplaces and schools?

**For all of us** - Individual actions matter, but they're only part of the story. We need those in power to take action to ensure good mental health for everyone in the UK.



## IF YOU ARE STRUGGLING ...

If you are struggling and don't know where to go for support please:

- talk to one of our surgery team or talk to one of our experienced mental health practitioners
- talk to a friend, share your worries
- check out our website for information and groups that may be of support directly, or for routes into exercise opportunities -

<https://www.strattonmedicalcentre.co.uk/coast-and-country-primary-care-network>

· go to <https://www.nhs.uk/every-mind-matters/>

## IF YOU NEED HELP NOW ...

- **Samaritans 116 123** (free from mobile or landline)
- **SHOUT** - 24/7 text service - (Text Shout to 85258)
- **SANE** 4pm - 10pm - 0300 304 7000 Email: [support@sane.org.uk](mailto:support@sane.org.uk)
- **Papyrus** - for young adults 0800 068 4141 Website HOPELINE247 website chat
- **Childline** - 0800 1111

**MENTAL HEALTH CONNECT CORNWALL:** 0800 038

5300 **DEVON FIRST RESPONSE:** 0808 196 8708

## Improve your mental health with the NHS Mind Plan

The 5-question quiz is a great place to start, especially if you're not sure where to begin.

You'll get a personalised action plan with tips from mental health experts. You can also sign up for weekly emails, based on your plan.

**Get your free Mind Plan**



**Home - Castle & Coast Therapies**



**About The Exchange The Pearl Exchange**



**Home - Cornwall Mind**



## Non-medical Health services in your community

When you contact us about a healthcare concern, you may be offered a member of staff whose role you haven't come across before. Since 2019 we have belonged to a Primary Care Network - <https://coastandcountrypcn.gpweb.org.uk/our-primary-care-network> - who employ additional staff across the five practices in our network: Bradworthy, Hatherleigh & Holsworthy, Neetside and Stratton. **We are very lucky to have such a range of staff to offer.**

### Mental Health Practitioner

Our mental health practitioner is trained to assess and support people with mental health problems – anxiety and depression, for example – and involve them in the self-management of their recovery. After an initial consultation, patients may be contacted again by one of the Mental Health Support Workers.

### Social Prescribers

Our social prescribers give people time to focus on what matters to them, helping them to identify goals and connect with community groups or agencies for practical and emotional support, or connection. They offer a holistic approach to wellbeing, with a social dynamic being at the heart of their support.

### Health and Wellbeing Coach

Health and wellbeing coaches use health coaching skills to support people to develop the knowledge skill and confidence to become active participants in their care to achieve their health goals – this may include changing lifestyle choices, confidence-building or long term condition management.

### Clinical Pharmacists

Our Clinical Pharmacists clinically assess and treat patients using expert knowledge of medicines for specific conditions. They take responsibility for patients with chronic diseases (diabetes, heart disease, COPD etc.) and undertake medication reviews to manage people with complex medication use, especially for elderly patients, people in care homes and those with multiple health conditions.

### Paramedics & Visiting Team

Our Visiting Team, comprising Paramedic and Health Care Assistants, offer urgent telephone triage or care support to people unable to get into our practices, as well as helping the health management of people in care homes. They support the work of existing Visiting Teams within the five surgeries, with our paramedic also being able to offer support at base, by seeing people with minor ailments and injuries.

### Pharmacy Technicians

Our pharmacy technicians complement the work of the Clinical Pharmacists, applying their acquired pharmaceutical knowledge in tasks such as audit, discharge management, prescription issue, and keeping patients informed about medication issues as directed.

### Diabetes Care Coordinator

helps people with a diagnosis of diabetes navigate and access services across the health and care system, helping people make the right connections, with the right teams at the right time. They can support patients in the self-management of this long-term condition, and encourage them to become more active in their own health and care outcomes. They are skilled in assessing people's changing needs and also in learning prevention interventions.

**Safeguarding Care Coordinator** aims to oversee the quality of safeguarding practice across the five Coast & Country PCN practices, to provide support to GPs and ensure timely and efficient information exchange between relevant safeguarding teams.

### Frailty Care Coordinator

Frailty describes a group of older people who are at highest risk of adverse outcomes such as falls, disability, admission to hospital, or the need for long-term care. Debbie provides holistic (whole-person) support to patients identified as having this within the community. She works with patients to create a patient-centred care plan and access to support services within the area that are most appropriate for them.

<https://coastandcountrypcn.gpweb.org.uk/>

## May Campaigns



Thank you,  
to our  
wonderful  
Nursing  
team

**International Nurses Day** is celebrated annually on the 12<sup>th</sup> May to honor and recognize the critical role nurses play in providing health care around the world. This day marks the contributions that nurses make to society, often under challenging circumstances, and highlights the need for continued support and appreciation for the nursing profession.

International Nurses Day is observed **every year on May 12th, the anniversary of Florence Nightingale's birth.**

This year's **Deaf Awareness Week** runs from **4th – 10th May 2026**. This year's theme is **'Right to understand- Together, we break barriers.'**

The deaf community often faces significant barriers to communication, which can lead to social isolation, limited employment opportunities, and reduced access to essential services.

To read more please visit

<https://www.signature.org.uk/deaf-awareness-week/>



**Stroke Awareness Month** takes place every May to raise awareness of the devastating impact of stroke. It also highlights the importance of providing vital support for stroke survivors and those who care for them. This year, we're asking you to **Make May Purple**, so we can support more people affected by stroke. - Stroke Association UK

### Stroke Support Helpline | Stroke Association

### If you think someone is having a stroke get help quickly

A stroke is a serious illness that stops your brain working properly. You need to get help quickly if you spot any one of the signs of a stroke. The letters F.A.S.T. help you remember what to look out for:



#### F for Face

Has their face fallen on one side?  
Can they smile?



#### A for Arms

Can they lift both their arms and keep them there?



#### S for Speech

Has their speech changed? Is it slurred?



#### T for Time to call 999

If you see one or more of these signs, call 999 for an ambulance straight away. You should do this even if you are not sure.

You can find out more at [nhs.uk/ActFAST](https://nhs.uk/ActFAST)

**Act F.A.S.T.** help us help you

A stroke can leave you feeling shocked and confused. It can be difficult to know where to start. You don't have to face recovery alone.

The stroke Association's friendly, expert team are here to listen.

They can answer any immediate questions you might have about stroke, what to expect on the road to recovery and anything else you might want to know, and we'll connect you to the help you need.

With the right support, things can get better.

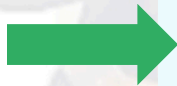
**If you think that you or someone you know is having a stroke, please call 999 immediately.**



**Bude Stroke Support meet at the Parkhouse Centre:  
1st & 3rd Thursdays of each month  
2:00–4:00pm**

# Your Practice and community

## May Closure Advanced Notice



GP practices across the UK **close for staff training afternoons 4 times a year.**

**Protected Learning Time** is set aside training time for the entire practice team—GPs, nurses, receptionists, and other staff—to **learn and improve skills** without the pressure of running clinics at the same time.

**The practice closes so:**

- All staff can attend together (important for team-based care)
- There are no interruptions from appointments or calls
- Everyone gets consistent training at the same time

If they stayed open, many staff wouldn't be able to participate fully.

Our practice will be closed **on Tuesday 19th May** for staff training: 1pm onwards

For life-threatening emergencies call 999  
For urgent medical advice call 01288 270580 so you can be directed.

We thank you for you for your support with our training afternoons

## MAY CLOSURES AHEAD

We will be closed in May on:

**Monday 4<sup>th</sup> May:**  
(Bank Holiday) all day  
**Monday 25<sup>th</sup> May:**  
(Bank Holiday) all day

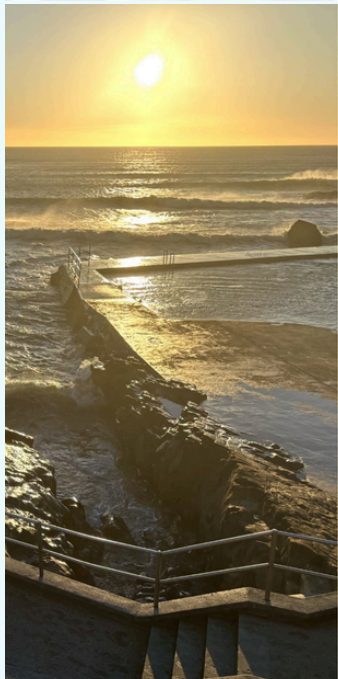
If you need medical advice when we are closed please call 111 or go to our website for options.

Always call 999 in a life-threatening emergency.

Remember to order your repeat prescriptions at least 3 working days in advance of the closure dates.

**Repeat prescriptions?**  
please get yours well ahead of bank holiday weekend

...do you have loved ones to remind too?



**NHS**

Please contact us if you ARE IN the eligible groups for your Spring Covid vaccination and have NOT yet received an invite

Aged 75 or over? Check that you are up to date with all vaccines available to you including the spring COVID-19 vaccine.

**Parkinson's UK** Notice!  
Bude Parkinsons Group is moving to a Tuesday from April 2026

Join us for

### Bude Parkinson's Group

First Tuesday of the month 2pm - 4pm  
The Parkhouse Centre, Bude, EX23 8LD



Scan the QR code for more info or email Emma:  
budeparkinsonsgroup@gmail.com

New meeting day !



## JOIN THE TRIBE!

Afree, monthly, peer support

gathering for men to develop and explore mindsets to live happier, healthier and more fulfilling lives.

Each month, a different local warrior will lead the session, with inspiring stories, advice, guidance and insights to support a healthier mindset in difficult times.

There will be group discussions but no pressure for anyone to speak in front of the tribe. Your company is all that is needed.

Refreshments will be provided and voluntary donations to support the group will be welcome.

ALL MEN  
AGED 18+WELCOME

## WARRIORS UNITED CLUB



MEN'S PEER SUPPORT GROUP



People in mind  
Volunteer Cornwall

Contact Us  
budewellnesswarriors@hotmail.com  
More Information  
www.budewellnesswarriors.org

**1ST** WEDNESDAY OF THE MONTH (7-9PM)  
STARTING 1ST OCTOBER  
BERRIES COMMUNITY CAFE  
BERRIES AVENUE, BUDE, EX23 9QE