

ROSEDEAN HOUSE SURGERY



Website: www.rosedeansurgery.co.uk

Tel: 01579 343133

Email: rosedean.surgery@nhs.net



PATIENT SURVEY

We have had a good response to our recent patient Survey. We are currently evaluating the data which we will publish in due course.

PATIENT NEWSLETTER

It has been a challenging time for us all and Covid 19 has meant that General Practice has had to adapt constantly to an ever changing situation and adhere to many directives from NHS England and the Government.

"We've changed the way we see you, but we're still open"

Thank you for continuing to support Rosedean Surgery; everyone who works here really does value and appreciate your patience during this busy and challenging time.

The pandemic has changed the way our Practice runs and we are focused on vaccinating our community's most vulnerable residents against COVID-19. We're talking to more people on the phone or by video link, but we want to reassure you that our doctors, nurses, and reception staff are still working to provide the care you need, just in a different way.

We have reduced the number of people coming into our surgery to reduce the risk of spreading COVID-19, and to keep everyone safe.

The safest way to contact the surgery is by phone (01579 343133) or using [eConsult](#), a simple form on the Practice website. Patients can sign up to Patient Access which allows electronic ordering of prescriptions. Please see our website for further details.

You may be worried about something which a doctor or nurse can talk to you about on the telephone. Please talk to our receptionist, who is there to help. They're not trying to be nosey, but they may be able to direct you to someone else who can help you, such as a pharmacist, who can treat minor conditions such as nappy rash, sticky eyes (conjunctivitis), skin rashes and conditions, and coughs and colds. We will invite you to the surgery to see a doctor or nurse in person if we think that's best for you.

Your health and wellbeing remains our priority, and anyone who has a lump which has changed in size or the way it looks; bleeding from your bottom; or a cough which has lasted for more than three weeks and may not be COVID-19 should book an appointment to see one of our clinicians. It may be nothing to worry about, but the sooner we talk to you, and get it looked at, the better.

We are still seeing people for routine cervical screening, newborn baby check-ups, and baby and children vaccinations, and you should book your appointment as soon as you receive your reminder letter.

Please visit www.nhs.uk for guidance and information, or call NHS 111 if the Practice is closed. You can also use Livi for an online consultation <https://www.livi.co.uk/> or consult with your local Pharmacy.

Thank you so much for supporting us, we are very grateful. We continue to be committed to care for you, whatever the nature of your problem.

New Staff

We are pleased to announce that Rachel Johnson has joined our Nursing team. Rachel is a very experienced Diabetes Nurse who has worked in General Practice for many years.

Susannah Goodaire, Advanced Nurse Practitioner, is also a welcome addition to the Acute Care Team. Susy previously worked as Lead Nurse for Liskeard Minor Injury Unit and Out-patient Department.

Lisa Apps, Healthcare Assistant, has also joined the Nursing Team. Lisa is experienced in Learning Disability Health Checks and we are very pleased to welcome her to the team.

Dr Emily Rainford has joined us as a GP trainee. She will be with us for the next six months.

IT

We continue to use a system called Accurx which enables clinician and patient to have a video consultation using their mobile phone.

Please visit our website if you wish to send in correspondence electronically such as change of address or a home BP measurement. There is also the ability to complete an online asthma review which will be passed to our Practice Nurse Lee Reed. Nurse Reed will arrange a telephone consultation with patients to discuss further if required.

Our Website also has the facility to ask Reception a question or give feedback.

ACCESS TO PRACTICE

For patient and staff safety we continue to screen everyone who enters the building by asking them a set of Covid questions and taking their temperature. This will continue for the foreseeable future.

All patients must wear a face covering or they will be turned away.

Only patients with booked appointments will be allowed to enter the building.

We have erected a small building in the Practice courtyard which is being used to consult patients with potential Covid symptoms to keep our Surgery building safer for patients and staff.

ZERO TOLERANCE POLICY

We understand that patients can be frustrated by the necessary changes we have had to make to ensure their safety. We are also aware that patients have worries and concerns about their health but if they behave in an unacceptable manner, we will enforce our Zero tolerance policy.

Unfortunately over recent months we have had several incidents of unacceptable rude and aggressive behaviour towards our staff.



Sadly we have had reports of various scams targeting elderly and vulnerable patients in our community regarding the Covid Vaccination programme.

The NHS will never contact a patient "out of the blue" and will also never request bank details in payment for medication.



Hands – wash your hands regularly and for at least 20 seconds

Face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet

Space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings).

COVID VACCINATION PROGRAMME

East Cornwall Primary Care Network (9 GP Practices in South East Cornwall) are continuing to work hard to deliver the Covid Vaccination Programme.

We would like to say a huge thank you to all the very willing volunteers who are supporting us to deliver this programme. We could not do this without your support.

We have been pleased to receive very positive feedback regarding the vaccination clinics. CQC have also commented that they have received very positive feedback also.

We wish to encourage everyone to take up the offer of vaccination as this is the only way we will defeat this Pandemic.

Rosedean Surgery can announce that the patients in the following cohorts have been contacted and the majority have received their 1st Covid vaccination:

1. Residents and staff in our Care Homes and Housebound patients
2. All those 80 years of age and over, frontline health and social care workers
3. All those aged 75 years and over
4. All those aged 70 years and over and clinically extremely vulnerable patients

The remaining patients in Cohort 5 – aged 65 and over are currently being contacted. We will then begin inviting Cohort 6 – patients aged 16 – 64 in an "at risk" group.

Patients will continue to receive either a telephone call or text from the Surgery to book an appointment. They will also receive a letter from the NHS with details how to book an appointment online.

PPG (Patient Participation Group)

Our patient group is a platform for our patients to have a voice, to offer support and be a sounding board for positive change. We welcome new members. If you would like more information please contact Liz Delbridge, Practice Manager.

BOOKING APPOINTMENTS

Urgent appointments – please continue to ring at 8 am for a consultation on the same day.

Routine appointments – please use eConsult to consult your GP initially. eConsult is accessed via our website www.rosedeansurgery.co.uk

Any other enquiries please telephone the Surgery and speak to a Patient Adviser. Thank you.

SUPPORT AVAILABLE FOR PATIENTS

Cornwall Council support for patients <https://www.cornwall.gov.uk/helpinghand>

We all need a little extra support at some point in our lives, so we offer helping hand services to make things a bit easier. Please go to the above link to look at the different sources of support.



Active Living Support - We pride ourselves in supporting older people and their families to alleviate stress, anxiety and loneliness. If you or a loved one need a helping hand, please call 01872 266383 or email: email@ageukcornwall.org.uk



Need help with Universal Credit?

Citizens Advice Cornwall – Help to Claim

Are you currently?

- unable to work due to self-isolation
- unable to work due to shielding
- furloughed and not receiving full wages
- redundant due to businesses closing

What is Help to Claim?

Citizens Advice Cornwall – Help to Claim is a dedicated, specialist team of trained Advisers.

Although our offices are currently closed we are still here to support you, throughout Cornwall.

What can Help to Claim do?

Help to Claim can offer Benefit checks to see what financial help you can access and support to make new claims for Universal Credit. We can also provide Food Bank vouchers and signpost to Debt and other Citizens Advice services.

How can I contact Help to Claim?

www.citizensadvice.org.uk

helptoclaim@citizensadvicecornwall.org.uk

01209 240205

MENTAL HEALTH HELPLINE

Cornwall Partnership NHS Foundation Trust

0800 038 5300

Help is available 24 hours a day, 7 days a week. If you call, you'll speak to a professional in your local NHS mental health service. They can discuss your current mental health needs and provide access to further support if needed.