



## Rosedean House Surgery

### Patient Newsletter – May 2021

Dear Patient

As Pandemic restrictions begin to lift, we have taken this opportunity to review patient flow into our Surgery building and further improvements to our health services. We still need to keep everyone as safe as possible – particularly whilst the Covid vaccination programme continues. Face masks are still required to be worn as per Government guidance.

Please be aware that there will be signs and posters in place ensuring safety for all.



## Appointments

**In any emergency situation or for a medical issue that is critical or life threatening you must dial 999.**

Throughout the past year we have embraced new ways of consulting patients such as video consultations and telephone triage to ensure as many patients as possible have been able to discuss their worries or concerns with a clinician. We have continued to see patients face to face where clinically indicated and home visit the vulnerable and housebound during lockdown. In order to prioritise such patients we will be continuing with telephone triage and seeing patients in Surgery when clinically indicated. This will help our clinicians to effectively manage their workload in order to provide the best possible healthcare.

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 initial telephone appointment to speak to 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 encourage patients with urgent medical concerns to call at 08.00am or as close to this time as possible. This will enable our Patient Advisers to arrange in a timely way for a consultation with the appropriate clinician. This will unfortunately not always be with the clinician of your choice but to ensure you get the care you need. All calls received after 3pm will be triaged in the same way and patients will be offered the appropriate level of care at the appropriate time which may mean that a same day appointment or action is not necessary.

When you ring, we may recommend you go to our website and use our eConsult service (details below) or use the NHS LIVI GP video consultation service where possible. The LIVI GP service is available Monday - Friday: 6pm - 10pm and Saturday & Sunday: 8am - 4pm. You can choose whether to pre book an appointment in advance or speak to someone the same day. The LIVI GP service is available at <https://www.livi.co.uk>



For non-urgent and routine matters, please use our eConsult service. One of the key benefits of eConsult is that it is available at any time and from any device – meaning you can ask for advice from your GP without having to queue on the phone at 8am or wait weeks for an appointment you may not need.



Go to our website [www.rosedeanhousesurgery.co.uk](http://www.rosedeanhousesurgery.co.uk) and click on 'consulting room'. You should receive a response from us within 48 hours. Please be aware that we do receive a high number of eConsults during a weekend so Monday will be busier. eConsults can be clinical or administrative in nature, and in most cases, your GP may not need to see you face-to-face for an appointment.

If you cannot use eConsult for routine matters, please ring our Patient Adviser team after 10.00am. You will be asked a series of questions relevant to your concern. Please give as much information as possible to our Patient Advisers. This is to help us ensure you speak to the right clinician for your problem or are signposted to the most appropriate service in a suitable time frame.

Not all patient queries will require a GP to call you. It could be more effective patient care for our Patient Advisers to take all the relevant information and pass this over to the GP. The GP may then ask for you to be booked in for tests, a referral made or ask for more information before booking you an appropriate appointment.

We will prioritise urgent medical needs so please be mindful that if a concern is not urgent, it may not be dealt with on the same day.

## At The Surgery

From **26<sup>th</sup> May 2021** our main entrance will be open for patients arriving for appointments and patients will be able to walk in. We encourage patients to use the self-check in screen as much as possible when arriving for an appointment. Please do not forget to wear a face mask.

Our front reception desk will be open with our Patient Advisers ready to help patients arriving for appointments, booking follow-up appointments and general enquiries. For general enquiries you can also visit our website [www.rosedeansurgery.co.uk](http://www.rosedeansurgery.co.uk) and by choosing Reception and Enquiries can submit questions to our Patient Adviser team and get a response within 48 hours. Alternatively you can still call us on 01579 343133 for any general enquiries and to book appointments but please be prepared to wait as our phone lines are busy. We will answer your call as soon as we can.



Dispensary will be open from 08.30 – 18.00 for medication collections. They will be running a 'one in, one out' system so please remain aware of the queue and procedure when you come to pick up your medication as we do still have to limit numbers of people in the building. We have a large shelter outside for all those who are waiting for medication.

As Pandemic restrictions begin to lift we continue to work hard to make sure that the Surgery continues to be safely accessible. Thank you for your understanding and patience during what has been a difficult and challenging time for us all.