

ROSEDEAN HOUSE SURGERY



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August 2022



2 million people in the UK are living with sight loss, that is severe enough to have a significant impact on their daily lives. Half of this sight loss is avoidable.

A sight test can detect early signs of conditions like glaucoma, which can be treated if found soon enough.

During a sight test, other health conditions such as diabetes or high blood pressure may be detected.

For healthy eyes, eat well, do not smoke and wear eye protection in bright sunlight.

PATIENT NEWSLETTER



Greener Practice

Climate Change and Health:

The Climate Emergency is a Health Emergency, climate change underpins all the social and environmental determinants of health.

Action on the climate emergency:

- will be beneficial for populations e.g., increased physical activity, sustainable diets, improved access to nature and green prescribing will all have mental and physical health benefits
- reduces health inequalities – the climate crisis disproportionately affects the poorest in society
- protects future health

What has the NHS got to do with the climate crisis?

The NHS contributes 4-5% of the UK's carbon emissions (for comparison 5.9% of our carbon footprint relates to air travel). Prescribing is by far the biggest carbon footprint in Primary Care.

What can patients do to help?

- Only order medication you really need
- Be careful when ticking boxes on your prescription request
- Think about your diet and consider eating more plant-based foods
- Exercise more, avoid smoking and think about reducing journeys in vehicles where possible

All these measures will improve your general health and well-being and will benefit the NHS and the planet.

Please visit www.greenerpractice.co.uk for more information.

Targeted Lung Health Checks

Local people in Cornwall are being invited to take up the offer of a free NHS lung health check.

It is being offered to people aged 55 – 75 who are current or former smokers and at greater risk of lung cancer. Those eligible will be sent a letter to invite them for a Lung Health Check.

This programme is initially being piloted in East Cornwall, working with Royal Cornwall Hospitals and Plymouth Hospitals Trust. Initially patients will have a telephone screening appointment and may be invited to attend a mobile CT scanning unit for a follow-up diagnostic test. A mobile CT unit will be sited in Westbourne Car-park, Liskeard during November, and December 2022.



New Staff

Dr Liuda Berezniak joined us in April as a Salaried GP. Some patients may recognise her as she was a trainee with us and having successfully qualified, has accepted a permanent role as a Salaried GP. Dr Berezniak works on Mondays and Tuesdays.

Dr Rosie Kemp has finished her year's rotation with us, and we are delighted that she has successfully qualified. Dr Kemp is to join the team next year as a Salaried GP.

We are pleased to welcome two new trainee GP Registrars in the Practice for the next 12 months. Dr Danica I-anson and Dr Motaz Abulaila. Both are familiar with General Practice.

Dr Tom Roe, Foundation Year 2 GP trainee, has also joined us for his four-month rotation.

Dr Tony O'Reilly is a Return to Practice GP who will be training with us for the next year. Dr O'Reilly works on Thursdays and Fridays.

Controlled Drug Medication

According to current pharmaceutical ruling, all patients should be prepared to show photographic evidence when collecting controlled drug medication. If our Dispensary team do not know you then you will be asked to produce ID.

Controlled medicines include morphine, pethidine, and methadone. Controlled medicines are sometimes misused so they have stricter legal controls on their supply.

If you are collecting a controlled medicine for someone else, our staff may ask you for proof of identity. They may also confirm with the patient that their medicine is being collected by someone else.

ORDERING MEDICATION

There are various ways you can order your medication:

- By posting your prescription request through our front door or via the post box inside our conservatory
- In person at the Dispensary hatch
- Use the NHS APP - owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

To use the NHS App, you must be aged 13 or over and registered with a GP surgery in England

- Register with Patient Access - Patient Access is a website that displays information from the Practice's system and allows you to view your medication and request repeat prescriptions. To register for Patient Access please visit our website www.rosedeansurgery.co.uk then choose Reception Enquiries where you will find Register for Online Services.

Please remember when ordering your medication to give us 5 working days. This will allow our dispensary team to raise your prescription, order medication where appropriate and dispense it for you in a timely way.

IT

Website: www.rosedeansurgery.co.uk

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.

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.

Telephone calls to Practice

We conducted an audit to identify the number of telephone calls to the Practice – the results were as follows:

February: 5295
March: 6316
April: 5857
May: 6393
June: 6750
July: 7100

1st August: 528 (most received in one day)

Please be patient when you call as our staff are working hard to answer calls in a timely way.

If you are suffering with a minor condition, your local Pharmacist may be able to help 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.

ACCESS TO FULL ONLINE MEDICAL RECORDS

This is a programme which is being rolled out nationally. According to latest information we have received, this will go live in November 2022, but this is still a provisional date. When we receive more information, we will inform patients. When the system is enabled, patients will be able to see their medical records online FROM the date of the switch on.

We have received several enquiries about this and understand patient frustration because this programme has been delayed several times. Unfortunately, it is totally out of our control as it is a national programme.



COVID 19

Whilst Covid levels remain relatively low, we are beginning to see an increase in infection.

Infection control guidance for NHS settings states that patients need only wear a face mask as personal preference. However, all our clinicians will continue to wear a face mask when consulting you to protect you and other staff. We will also ask patients with respiratory symptoms if they would kindly wear one also.

All our staff continue to lateral flow test twice weekly to keep everyone protected.

What should I do if I have symptoms of Covid 19 or test positive?

Try to stay at home and avoid contact with other people if you:

- have any symptoms of Covid 19 such as a new cough, and have a high temperature or you do not feel well enough to go to work or do your normal activities
- have tested positive for COVID-19 – this means it is very likely you have the virus

You should avoid being in close contact with people who are at higher risk of Covid 19 and clinically vulnerable.

COVID & FLU VACCINATION PROGRAMME

Autumn 22 will be Phase 5 of the Covid Vaccination Programme. Patients eligible for this are as follows:

- residents in a care home for older adults and staff working in care homes for older adults
- frontline health and social care workers
- all adults aged 50 years and over
- persons aged 5 to 49 years in a clinical risk group
- persons aged 5 to 49 years who are household contacts of people with immunosuppression
- persons aged 16 to 49 years who are carers

Patients will be invited to book appointments by their GP Surgery.

CERVICAL SCREENING

Cervical screening aims to identify whether you are at higher risk of developing cervical cell changes or cervical cancer. This means you can get any care or treatment you need early.

It is not a test to identify cancer – it is a test to prevent cancer developing

If you have received an invitation letter and are still to book your appointment, we would strongly recommend you do so.

Cervical smear appointments are available at any time during the day so please request a time that suits you best. We know that for working women, it is helpful to have appointments available later in the day.

If you are due to have your first cervical smear, we would recommend you visit

Jo's Cervical Cancer Trust website: <https://www.jostrust.org.uk/>

This has lots of helpful information and there is also a helpline available.

<https://www.nhs.uk/conditions/cervical-screening/> also contains useful information.



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

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 will 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.



We are an Armed Forces veteran friendly accredited GP practice. As part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. Dr Penny Atkinson is a military veteran and the clinical lead for Veterans in the Practice.

When new patients register with us, we will ask if they have served in the UK Armed Forces (as a regular or reservist). If so, we will note this in their medical record. This means that patients will get priority treatment for any medical condition which has been caused by their service, subject to the clinical needs of other patients.

We will let patients know what choices are available for their care and treatment and help them to make informed decisions on what to do. Where appropriate and with consent, we can refer patients to dedicated veterans' health services.

COVID 19 - continued.....

This is particularly important if their immune system means they are at higher risk of serious illness from COVID-19, even if they have had a COVID-19 vaccine.

There's further advice if you are eligible for Covid-19 treatments from www.nhs.uk

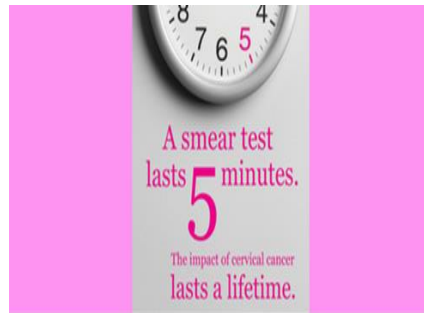
You can find separate guidance for children and young people aged 18 from www.gov.uk

STAY SAFE.

KEEP WELL.

CERVICAL SCREENING – continued...

Our nurses treat all patients sympathetically and sensitively and will explain the procedure to you fully.



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 email: Management.rosedean@nhs.net

