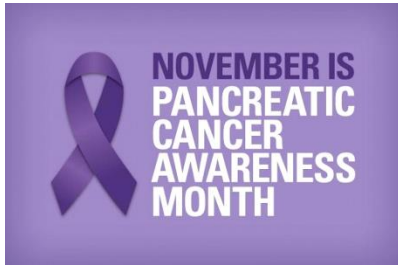




PATIENT NEWSLETTER NOVEMBER 2023

What is pancreatic cancer?

The pancreas is a gland that produces digestive juices and hormones. Pancreatic cancer is when abnormal cells in the pancreas start to divide and grow in an uncontrolled way and forms a growth (tumour).



The cancer cells can grow into surrounding blood vessels or organs such as the small bowel. And may spread to other areas of the body.

Symptoms of pancreatic cancer

Pancreatic cancer doesn't usually cause symptoms in the early stages. As the cancer grows it can start to cause

symptoms. These can include:

- tummy (abdominal) or back pain
- yellowing of the skin or whites of your eyes (jaundice)
- unexplained weight loss
- changes to your poo (stools).

Symptoms of pancreatic cancer can be vague. They can be caused by other conditions, but it's important to get them checked by a doctor. See your GP if you have any new symptoms or symptoms that aren't going away.



NEW – DISPENSARY CLOSING TIME

From **Monday 6th November** we are closing between 1-3pm every day to allow our Dispensary team to concentrate on dispensing your medication in a timely manner. We would be grateful if you could routinely collect your medication outside of these times. The Dispensary is open 08.30 – 13:00 and 15:00 – 18:00.

Thank you for your understanding as we work hard to improve our patient experience.

Reminder: please can you ensure you order your repeat prescription giving five working days' notice. This allows enough time for a GP to check medical records, approve and sign the prescription, the drugs to be ordered and dispensed. **After collecting your prescription from Dispensary, please kindly check you have the correct medication before leaving the Surgery.**

CHRISTMAS PRESCRIPTION ORDERING – last date 11th December 2023 to ensure your medication is available and dispensed before Christmas closures.



Hello. My name is Julie Alexander, and I am the Social Prescriber Link Worker for Rosedean Surgery. I am based here for certain days of the week & work alongside your GP to support patients.

What is Social Prescribing?

It is simply a method of linking people with non-medical sources of support within the community to help improve social and health wellbeing.

Sometimes you may need a little help that health practitioners can't support you with and that there is no medicine for. This may include increasing your social circle by joining in groups or activities with others - art / crafts / education / training, or maybe increasing physical activity – bowling / walking / volunteering opportunities, or you may need help reducing barriers you face that are preventing you from doing what you used to do or from trying something new, or maybe you need help seeking advice with housing / benefits / debts / improving your chances of finding employment.

Our local community of Liskeard is full of groups and organisations that provide great activities and support. Social prescribing is simply about supporting you to make positive changes, by linking you to these community groups, to help you improve your health and wellbeing.

Social Prescribing is not a:

Counselling service, addiction or dependence support or a "Magic Wand"

You will need to want to make a change for yourself; I cannot do it for you.

Patients can be referred by their GP, nurse, receptionist at the surgery, sometimes another professional or a patient can simply make a self-referral through the GP surgery. I will then contact the patient and invite them to come in to discuss their needs and then link them to opportunities within the local community. I can then support that patient, if needed, for about 4 months, which is about 6 contacts.

Appointments are usually carried out individually, not in groups.

If you would like support, ask your GP or surgery staff to refer you.



Get your vaccines and boosters. Protect yourself and others by getting your [COVID-19 booster](#) and [flu vaccination](#).

Keep warm during the day. Wrap up in lots of layers of thin clothes, even when you go to bed. Keep doors closed to block draughts. Try to heat rooms you regularly use to at least 18°C. [Make sure you're getting the help you're entitled to with your heating costs](#).

Keep moving. Move around indoors and try to get outside for a walk. Avoid sitting for more than one hour.

Wrap up at night. Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. (Don't use a hot water bottle and electric blanket together.) Keep your windows closed at night.

Eat well. Make sure you eat a balanced diet with lots of seasonal fruit and vegetables. And try to eat at least one hot meal a day.

Stay hydrated. Regular meals and hot drinks can help you keep warm.

Have your medication on hand. Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what medications you should have.

Stop the spread of germs. Protect yourself and others by washing your hands with warm, soapy water, covering your mouth when you cough or sneeze, and wearing a mask in public spaces.

Look after your mental health. The winter months can take a toll on our mental wellbeing, so make sure you're looking after your mental health, just as you do your physical health. If you are feeling down, speak to someone – a friend, family member, or a healthcare professional like your doctor.

PRACTICE CLOSURE

To ensure we can provide the best possible patient services, our staff must be appropriately trained. Cornwall & Isles of Scilly NHS have agreed that Practices can close for half a day to enable training to be carried out. Rosedean Surgery will be closed on Wednesday, November 8th from 13:00 and will re-open again on Thursday 9th November at 08:00. A message handling service is available to take calls on 01579 343133.

TRAINING



Our Dispensary will be closed during this time.

We will also be closed for staff training on Thursday 11th January 2024 from 13:00 and will re-open again on Friday 12th January at 08:00.

In a life-threatening emergency during the time we are closed, please dial 999.

Progress Update on Rosedean House Surgery Expansion

We're excited to update you on the progress of your GP surgery development. We want to reassure you that your healthcare needs remain our top priority throughout the transition.

What's happening?

Many of you came to our engagement event back in November 2022 when we shared our plans and gave us some helpful feedback. We listened to that and have made some changes following your suggestions.

We are proposing to expand Rosedean House Surgery to offer an improved, modern healthcare setting which respects and enhances the history of the building. The new Surgery will offer an extended range of services and ensure the highest standard of healthcare for patients with more space and better access.



We hope that building work will begin towards the summer of 2024. Please note that to do this we will move to a temporary site to ensure the safety of both patients and staff.

During the Transition

- **Access:** Once construction starts, Rosedean House Surgery will remain fully accessible from a **new nearby convenient location**. The new temporary surgery will run from **Graylands, Dean Street Liskeard PL14 4AE**.
- **Parking:** Disabled parking will be available. The temporary site is easy walking distance from public car parks and bus stops.
- **Clinics:** All clinics will continue as scheduled
- **Dispensary:** Our dispensary will be open as usual

Our service will remain unchanged with the same phone numbers and staffing levels. As ever, we will strive to provide you with a high standard of care during this time.

Your Feedback Matters

We value your thoughts on the redevelopment, and we would like to know:

- Do you have any questions about the temporary site or new development?
- Are you worried about how it might affect you?

How you can feedback to us

- **Feedback Box:** Drop your suggestions into our feedback box situated in Reception.
- **QR Code:** Scan the QR Code below for updates and feedback submission on our dedicated development website.



Stay Informed

We will keep you updated on any changes via:

- Our website www.rosedeansurgery.co.uk
- The microsite www.onemedicalproperty.co.uk/microsites/rosedean
- Text/SMS messages
- Waiting room noticeboards

Join the PPG. Your Voice Matters!

Would you like to have a say in how your GP Surgery operates?

Consider joining our Patient Participation Group (PPG). Your valuable input can help shape the future of our healthcare services. Learn more from our website or ask about our Patient Participation Group at Reception.

Thank you for entrusting us with your healthcare needs.

We appreciate your patience as we build a better future for all of us.



ADVANCE NOTICE - CHRISTMAS OPENING HOURS

This Practice will be closed on Christmas Day, Boxing Day, and New Year's Day. If you require medical assistance, then please contact NHS 111, or go to our website www.rosedeansurgery.co.uk for details regarding the LIVI video consultation service.

Further details regarding which Pharmacies will be open during the Christmas holiday will be included in our December newsletter.