

## PATIENT NEWSLETTER CHRISTMAS & NEW YEAR 2023

ROSEDEAN HOUSE  
SURGERY



*Tis the season to be jolly.....*

Whilst we celebrate Christmas and enjoy all it brings, **please avoid the unwanted gift of food poisoning this Christmas.**

- You should wash your hands before you prepare, cook or eat food.
- Chilling food properly helps stop harmful bacteria from growing.
- Avoid handling raw meat where possible – always wash your hands afterwards to avoid spreading unwanted bacteria
- Make sure your turkey, or any other bird you're preparing for Christmas, is steaming hot and cooked all the way through
- Thinking about hygiene when storing, cooking, reusing and freezing food will help keep your Christmas safe and minimise food waste over the festive period.

*But for some people.....*

Christmas and New Year can also be a difficult time, straining us mentally, emotionally, physically and financially. There are many reasons why this time of year can be challenging. It's okay if you're not feeling full of joy during the festive season.

**Talk about your feelings** - Sharing how you feel about Christmas with someone you trust may help them understand how best to support you during this time.

**Take time for yourself** - Christmas can feel quite daunting with various demands and expectations. Remember to take a break from it and do something that restores you.

**Be who you are** - You might feel pressured to buy presents, cook or entertain but you don't have to. Everyone has a right to be who they are and walk their own path.

**Take a winter walk** - Winter weather can make us stay at home and feel sluggish but getting outside for a walk will not only make you feel better but is a chance to connect with nature as well as others.

**CRISIS LINE 0800 038 5300 – if you need help or support.**





### **NEW – DISPENSARY CLOSING TIME**

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.

**After collecting your prescription from Dispensary, please kindly check you have the correct medication **before** leaving the Surgery.**

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

### **CHRISTMAS PHARMACY OPENING HOURS**

PHARMACY	CONTACT DETAILS	24 <sup>TH</sup> DECEMBER Christmas Eve	25 <sup>TH</sup> DECEMBER Christmas Day	26 <sup>TH</sup> DECEMBER Boxing Day	1 <sup>st</sup> JANUARY 2024 New Years Day
Boots Pharmacy 21 – 22 Baytree Hill, Liskeard PL14 4BG	01579 343183	CLOSED	CLOSED	10.00 – 16.00	10.00 – 16.00
Day Lewis Pharmacy, 6 Dean Street Liskeard PL14 4AA	01579 342225	CLOSED	CLOSED	CLOSED	CLOSED
Oak Tree Pharmacy, Oak Tree Surgery, Liskeard PL14 3XA	01579 552562	CLOSED	12.00 – 14.00	CLOSED	CLOSED
Boots Pharmacy, 1 – 6 Coach House Arcade, Fore Street, Looe PL13 1DT	01503 262980	10.30 – 16.30	CLOSED	CLOSED	CLOSED
Looe Pharmacy, Fore Street, East Looe PL13 1DT	01503 262243	CLOSED	CLOSED	CLOSED	CLOSED



### **ROSEDEAN SURGERY 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](http://www.rosedeansurgery.co.uk) for details regarding the LIVI video consultation service.



**The East Cornwall Health and Wellbeing Hub** has opened at the Lighthouse Centre, Church Street in Liskeard. This has been set up to meet the needs of patients, with the view of improving health and reducing inequalities whilst at the same time freeing up GP time to ensure GPs and practice staff are using their expertise and time efficiently to meet the needs of their patients. GPs can directly refer patients to the hub which also includes a mental health link worker.

The vision of the hub is to improve access to care by providing services in a local community setting and bring together health, social care, voluntary and community services.



#### **TELEPHONE SYSTEM UPGRADE**

We recognise that there have been difficulties recently with our telephony. As a response to patient feedback, we are pleased to announce that we are upgrading our current system this month which will improve the patient experience. There will be a call back facility available.

#### **APPOINTMENT OF NEW PRACTICE MANAGER**

Our current Practice Manager, Elizabeth Delbridge, is retiring after 40+ years of NHS service. We sincerely wish her a long and healthy retirement. Jemma Waugh will be taking up her post as Strategic Practice Manager in the Practice on 2<sup>nd</sup> January 2024.

#### **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. Our meetings are held bi-monthly. If you are interested in joining the group, please email [rosedean.surgery@nhs.net](mailto:rosedean.surgery@nhs.net) or speak to one of our Patient Advisers.



### 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 Thursday, 11<sup>th</sup> January from 13:00 and will re-open again on Friday 12<sup>th</sup> January 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 Tuesday, 6<sup>th</sup> February from 13:00 and will re-open again on Wednesday, 7<sup>th</sup> February at 08:00.

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

*We would like to wish all our patients a happy and healthy Christmas and New Year!*

