



ROSMELLYN SURGERY
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SURGERY NEWS – AUTUMN 2021

STAFF

Over the last few months, we have welcomed a few new faces to Rosmellyn. Natalie and Jess have joined our reception team. They have both fitted in well and are a pleasure to work with. Natalie Davy has also joined the nursing team as a Practice Nurse. Natalie has a wealth of experience and knowledge and will be a familiar face to many.

Unfortunately, we have been unable to replace Dr Susanne Wauchope who has taken a 12-month break from being a GP and our Nurse Practitioner Anna Elliott who has relocated to Scotland. However, we do continue to use very strong locums who have been a huge support to us at Rosmellyn and have become familiar faces to many, Dr Rhianne Robinson who originally trained with us, Dr Simon Blight, Dr David Sugrue and Tracie Brettell Advanced Nurse Practitioner. We would like to thank them for their continued help and support throughout the summer and into the winter.

In August we welcomed two new training GP Registrars, Dr Lucy Stephens who will be training with us for 12 months and Dr Madalina Topor who will be training with us for 6 months. These doctors will see patients and attend house visits. We also continue to house Trainee Foundation Doctors on 4-month placements. These Doctors are on the first phase of their GP training.

FLU CLINICS 2021

This year Rosmellyn will be holding our annual flu drop-in clinics on Saturday the 18th of September for patients aged 65 years and over and Sunday the 3rd of October for patients aged under 65. These clinics are for all patients who are in an at-risk group as well as those aged 50 years and over. Patients will be invited by letter to drop into one of the above clinics.

COVID BOOSTERS

We are still awaiting NHSE guidance on the Covid Booster Vaccination. We will update patients as soon as we have confirmation of the roll out.

CORNAVIRUS

Coronavirus is something that we all have to live with at the moment. Not only has it changed our way of life it has changed our ways of working. The changes in place at Rosmellyn and throughout the Medical Centre haven't been easy to implement and have taken lots of time and effort to arrange. You will notice that for most appointment requests patients will continue to be triaged. We ask that when you attend the practice for an appointment you don't arrive any earlier than 5 minutes before your specified appointment time, you must use hand sanitising stations placed throughout the building and anyone attending the medical centre we ask to come wearing a face mask. This is not only to help protect yourselves but the clinicians that you are due to see. If you feel at all unwell on the day of your appointment, please contact the surgery for advice before you enter the building and if needs be we can arrange a call back for you from the duty clinician and rebook your appointment for when you may be feeling better.

PATIENT PARTICIPATION GROUP

Are you an enthusiastic and motivated person? If so you might be the person who we are looking for! Rosmellyn surgery runs a Patient Participation Group which is a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest and not just their own personal concerns when serving on the PPG. If you think this might be for you, please contact the surgery with your contact details and we will be able to provide the current group with your information.

CARERS

We are currently updating our carers register; if you are a carer for a member of your family or a friend and you would like to receive some more support and advice, please leave your details with a member of our reception team who will be in contact with you. The surgery contact for carers is Sian Williams.

SEASONAL VIRUSES

Seasonal viruses will circulate every year. A key part of avoiding catching the flu virus and Noro virus is good personal hygiene. If you cough or sneeze, use a tissue and then throw it away safely. Then **wash your hands**.

SHINGLES VACCINATIONS

We are continuing to work through the list of patients eligible for their Shingle vaccine. You will hear from us with an invite as soon as possible.

MEASLES MUMPS AND RUBELLA VACCINATION

The MMR vaccine has been shown across the world to be a safe and effective way of preventing measles and mumps and can protect your child and others against these infections and their serious consequences. Measles, mumps and rubella are highly contagious infectious diseases and spread very easily; you can catch measles if you spend just 15 minutes with someone who has the disease.

We are urging all parents of young people who have not yet had the vaccine to take advantage of this new programme.

Children in the UK usually have the first MMR dose when they have turned a year old, and a second dose just after the age of three. Two doses of MMR are needed to get the best protection from measles and mumps.

DID YOU KNOW?

Your local Pharmacy can treat these conditions: Urinary Tract Infections, Skin conditions such as Impetigo, Nappy Rash and Sunburn as well as Conjunctivitis. Pharmacists are fully trained to advise in minor illness and medication reviews. They have onsite consulting rooms available for use.

DEMENTIA SCREENING

Certain people have an increased risk of dementia due to their other medical conditions. If you are worried about your memory, please ask us if you would like to be screened and we will be happy to arrange this for you.

REPEAT PRESCRIPTIONS

Surprisingly, many patients get their prescription drugs and then don't take them. This is a costly waste as even if they are returned unopened, they cannot be recycled. Please think carefully before ordering repeat medication and let us know if you want to discuss reducing or stopping any medication. You need to give us at least **two working days' notice** for repeat prescriptions, so please keep an eye on your stock and avoid running out.

Please note: If your pharmacy automatically orders your monthly prescriptions, it may be worth checking what is being ordered on your behalf on a regular basis. Please let the pharmacy know if some items are not needed. Usually repeat prescriptions are issued as a 28-day supply.

EVENING & SATURDAY APPOINTMENTS

We offer weekly evening appointments on alternate Tuesday and Wednesday evenings from 6.30pm. Occasionally we will run a Saturday and Sunday morning clinic. These clinics have doctor, nurse and HCA appointments available and prove popular. You may book ahead for these appointments if it is more convenient for you.

WHEN YOU PHONE THE SURGERY

When you contact us for an appointment, we aim to find the best route for you to the right care, with the right clinician as quickly as we can; please help us to achieve this by telling the receptionist something about what ails you so that they can help the doctors to get your care right. It may not always be appropriate to see a doctor, depending on your condition; our nurses and healthcare assistants are all very highly trained and competent in many areas of care. The receptionists are trained to advise you of the most appropriate care path but will always direct you to the doctor if unsure or if it is obviously appropriate. Every conversation you have with everyone in the surgery is held in the strictest confidence, and the doctors ask that you help us in this way. All calls are recorded.

MOBILE TELEPHONE NUMBERS & EMAIL ADDRESSES

Please keep us informed of your email address and contact numbers so that we can be sure to contact you if we need to; we will not send you emails or text messages if you ask us not to.

TELEPHONE MESSAGES

As a rule we do not leave a telephone message on patients' phones to notify them that we have called. However, if you are happy for us to leave a message, please let the Receptionists know.