



ROSMELLYN SURGERY

St Clare Medical Centre St Clare Street Penzance Cornwall TR18 3DX

Telephone: 01736 330909

Email: KCCG.RosmellynPenzanceITK@nhs.net

Dr S J Williams, Dr C J Rowe, Dr B W Penfold, Dr K L A Tunstall

SUMMER NEWSLETTER JUNE 2019

This is our first newsletter from St Clare Medical Centre, we hope you are getting used to our new home and enjoy the purpose built building just as much as we do!!

RETIREMENT

At the end of March Dr Mark Russell retired. His sessions will continue to be covered by Dr Susanne Wauchope until the end of September, when we will be delighted to announce that Dr Edward Schwarz out current ST3 will be joining us as a qualified salaried GP.

SICKNESS

Unfortunately Dr Carla Rowe has had to go on sick leave as she is receiving treatment for cancer. She will return but in the meantime her patients will continue to be looked after to the highest of standards.

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.

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.

NURSE APPOINTMENTS

We are very lucky to have a highly qualified and experienced team of Nurses who are specialists in such things as asthma, diabetes, learning difficulties and wound care. Three of the Nurses are also able to prescribe medicines for you; the Doctor will often advise that one of our Nurses is the best person to see. For many common illnesses, you can book in to see the Nurse without needing to wait for a call back from the Duty Doctor.

HEALTHCARE APPOINTMENTS

Our Healthcare Assistants are a highly qualified team. As well as completing their normal everyday duties they can also do routine nurse tasks such as, wound care, B12, flu, pneumonia vaccines, ECG's and ear irrigation. Please remember this when you are booking an appointment!

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 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.

WEBSITE

Our website has recently been taken over by a new provider. The website is now up and running and being updated over the coming few weeks.