



Rosmellyn

ROSMELLYN SURGERY

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SURGERY NEWS – SEPTEMBER 2019

STAFF

We welcome two new Receptionists to our admin team. Katie Walker and Sophie Jenkin have joined us over the last couple of months and are settling in well to their role.

In October we welcome new GP Partner Dr Edward Schwarz. You will have seen Dr Schwarz about the practice as he has trained with us in his final GP training year and has become a friendly face to many.

FLU CLINICS 2019

This year Rosmellyn will be holding our annual flu drop-in clinics on Saturday 28th September and Saturday 5th October from 9am to 11.30am. These clinics are for patients who are 65 years and over. Patients who are in an at-risk group and are under 65 will be invited by letter to book an appointment at the surgery in the coming weeks.

EVENING & SATURDAY APPOINTMENTS

We offer weekly evening appointments on alternate Tuesday and Wednesday evenings at Rosmellyn 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.

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

It 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.

PNEUMONIA

Have you had your Pneumonia Vaccine?

If you are over 65 years old or in an "at risk" group you are entitled to a free vaccine. You can ask at the time of your flu jab if you are entitled to one.

CARERS

Are You A Carer?

A Carer is someone who cares for a person who could not manage normal daily living without a degree of support. This could be paid or voluntary. If you care for a friend or family member, please let our team know so we can update our records and direct you to support groups which may help to improve health and well-being for you and the person you care for. The Cornwall Link website is a useful site which helps people find advice, support and activities in the area. <https://cornwall-link.co.uk/>

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.

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.

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

There is lots of useful information for patients on the website including contact numbers for relevant sources. You are able to fill out Travel Risk Assessment forms online if you are planning a trip abroad. There are also forms for new patients to fill out if they would like to register as a patient at Rosmellyn Surgery. You can also now leave a message for the surgery, update your personal details such as change of address and contact numbers, and you can order your repeat prescription via the website.