

## **AUTUMN NEWSLETTER SEPTEMBER 2017**

### **GOODBYE!!**

After 18 years of loyal service Nurse Marian Good has retired! Marian was a familiar face to many at the practice and we will miss her greatly. We'd like to take this opportunity to thank Marian for her many years of hard work. We wish you well in your retirement Marian and hope you have many exciting adventures planned.

### **RETIREMENT**

In November we will also be saying goodbye to Dr Marshall who has decided to retire. Dr Marshall has worked with the Partners and some of the staff since 2002 and it will be sad to see him go. He informs us that he will be kept busy with his many hobbies including, cycling, painting and travelling.

### **FUTURE OF THE PRACTICE**

We are pleased to announce that as from Monday September the 4<sup>th</sup> 2017 Anna Elliott will be joining the Rosmellyn team as Advance Nurse Practitioner and Nurse Prescriber. Anna is local to the area so may be a familiar face to some of you. Anna will be working alongside the Doctors, Nurses and HCA's here at the practice, she is highly qualified and experienced in her role and you may see her working in various different capacities.

### **STAFF**

We have recently welcomed Mrs Emily Semmens to the reception team. Again Emily may be a familiar face to many having worked in Penzance for a lot of years. Emily has fitted in really well and it's a pleasure having her on the team. At the end of July GP Registrar Dr Robert Sapsford left us for further training in St Agnes and in August we welcomed another GP Registrar Dr Catherine Stewart who will be training with us for twelve months. We also welcome back GP Registrar Rhianna Robinson who has returned from maternity leave to continue her twelve month GP training. We would also like to take this opportunity to thank Michaela Williams for her help working on reception over the summer. We look forward to having her back at Christmas.

### **FLU**

It's that time of year again!!!! Our flu clinics will be held on Saturday 23<sup>rd</sup> of September and Saturday 7<sup>th</sup> of October, they will be drop-in clinics from 9am till 12 o'clock – we look forward to seeing you and as usual we encourage you to have the vaccine.

If you are unable to make either of these clinics we will be holding catch up sessions and will notify you of these when they are planned.

All of the normal at risk adult groups will continue to be invited. All 2-3 year olds will be invited by the surgery and will be administered via nasal spray. Older children in the at risk groups will also be vaccinated within the Practice. However children in the age group 4-9 years old will be invited to have their vaccinations administered in schools.

### **PNEUMONIA**

We also offer patients over the age of 65 a one off Pneumonia vaccination which protects patients from 22 strains of the virus. If you are entitled to this you will also receive a letter inviting to make an appointment.

### **SHINGLES**

We are offering vaccinations to people aged 70-73 years old to provide protection against shingles. The effectiveness of the vaccine declines with age and so it is not recommended for people aged 80 years or older. The catch-up campaign for those aged 78 and 79 will also start this month.

### **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.

### **PROTECT YOUR CHILD**

Deadly diseases are in circulation. Vaccination helps your child build protection and stops infection spreading. Please feel free to speak to one of our nurses and check that your child's vaccinations are up to date.

### **WALKING GROUP**

As many of you know along with help from members of our PPG (Patient Participation Group) Dr Robert Sapsford – GP Registrar, set up a walking group aimed at all ages and abilities. Now Dr Sapsford has finished his training with us the group will still meet weekly. If you would like to meet up with the group to take a walk around the local area for about an hour please contact Liz Berryman on: 07812 433 791.

## **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 syringing. 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.

## **EVENING & SATURDAY APPOINTMENTS**

Our weekly evening surgery on Tuesdays are from 6.30pm, and our occasional Saturday morning clinics have both doctor and nurse appointments available and are proving popular. They are either held at Mount's Bay Surgery, in Sainsbury's or at the practice. You may book ahead for these 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**

We strive to keep our Website as up-to-date as possible. If you have suggestions for the website please let us know, especially if any links are broken – it sometimes happens! Please use the Friends & Family Test link to rate us online.

