



ROSMELLYN SURGERY

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SURGERY NEWS – SPRING 2024

STAFF

It is with great pleasure that I write this newsletter coming to you as Rossmellyn Surgery's new Managing Business Partner. I have worked at Rossmellyn for just short of 20 years, during that time fulfilling many roles, working my way from Receptionist to Practice Manager and from the beginning of April I joined Dr Rowe, Dr Penfold and Dr Schwarz as a Partner. I am invested in Rossmellyn and have watched the practice grow over the years to a population of nearly 7500 patients. I am excited to see what the future holds during these challenging times. I am very lucky to have such great staff members and fellow Partners to support me along the way. Thank you for your continued support – Lorna Nicholas Managing Business Partner.

Within reception, Sarah Gruzelier finished with us at the end of February. Sarah has gone to Turkey as a Travel Rep for the summer months and all being well is set to return to us in November to cover the winter period. Katie Thomas joined the reception team from early March. Katie has settled well and is taking everything in her stride. Thank you for your patience whilst she settles with us.

We also welcome Dr Martha Walters to the clinical team for the next 4 months who will be working as a Foundation Doctor.

SPRING COVID BOOSTERS

We are currently rolling out our Spring Booster programme. Those entitled to the covid booster will be invited either by text or letter, again, offering patients specific dates to attend clinics. Most patients will be able to book their own appointment via a text message link.

PATIENT PARTICIPATION GROUP

We are actively seeking new members who better reflect the patients attending the practice. Current members are over 50 years of age, mostly female, white British in origin and have no significant disabilities. We can enable members to join meetings via the internet and will endeavour to make meetings accessible to all. We would love to welcome patients who would widen the scope of the group along with those groups already identified. It's your engagement that counts!! If you would like to get in contact with the group their email address is: rosmellynppg@gmail.com

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 contacting patients who are eligible for their Shingles vaccine. We have a long list of patients to get through, but you will hear from us and we will get you booked in.

MMR VACCINATION

Are you aged 17-30? You may have missed your MMR vaccination as a child. Now that measles is spreading it's even more important to know your vaccination status and ensure you are protected against measles, mumps and rubella. Contact our surgery to find out if you have been vaccinated and make an appointment to get free MMR vaccinations if you missed out on this critical protection in the past. Measles cases are rising in England. Two doses of the MMR vaccinations can help stop you becoming seriously unwell with measles.

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.

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. Two 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 common and minor illnesses.

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 – DAY LEWIS

We have been asked by Day Lewis Pharmacy to highlight to all patients that due to the high volume of patients and prescriptions they are labelling between 400-700 prescriptions every day. They are currently working at 2 to 3 days behind and this is standard for the pharmacy industry at this current time. Please allow 7 to 10 working days before your prescription is needed, this will ease the rush and pressure on the pharmacy. Thank you!

EVENING & SUNDAY APPOINTMENTS

We offer weekly evening appointments on alternate Tuesday and Wednesday evenings from 6.30pm. Occasionally we will run a 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.

DEVON AND CORNWALL CARE RECORD



The new Devon and Cornwall Care Record gives healthcare staff a more complete view of your medical history.

For you, this means quicker diagnoses, safer treatment and more co-ordinated care.

Find out more at www.devonandcornwallcarerecord.nhs.uk

