



## ROSMELLYN SURGERY

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### **SURGERY NEWS – AUTUMN 2023**

#### **STAFF**

In August we welcomed Lyndsey Fellows – Duty Phlebotomist to our team. Lyndsey works on a Tuesday and Wednesday helping the Nurse and HCA team with on the day demand. We also welcomed new GP Registrar Dr Sam Colam-Ainsworth who will work on a Monday, Thursday and Friday. Within reception, Natalie Walker finished with us at the beginning of September, and we welcome Sarah Gruzelier back to the team starting at the beginning of November. Massive thank you must go to Scott Adams for all his help over the summer months. We wish you well in your new career.

#### **FLU VACCINES AND COVID BOOSTERS**

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

#### **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.

#### **MenACWY VACCINATION**

Meningitis can be very serious if not treated quickly. Vaccines offer the best protection. If you are a student under 25 years of age and have not yet had the MenACWY vaccine, ask our reception or nurse team for some more information.

### **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**

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 three 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 & 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](http://www.devonandcornwallcarerecord.nhs.uk)