



## ROSMELLYN SURGERY

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### **SURGERY NEWS SPRING 2022**

#### **STAFF**

Rosmellyn has been through a period of great transition since the pandemic started, however staffing levels now seem to have settled and there feels a great buzz within the Rosmellyn team. Recently Dr Georgie Prescott started working at Rosmellyn on a Monday and Wednesday as a Salaried GP, we have also welcomed new Practice Nurse, Anna Parker to the nurse team, Anna works on a Wednesday, Thursday, and Friday. Amongst the Reception team you may have noticed some new friendly faces, Sarah Gruzelier, Jess Harvey, and Natalie Walker. These ladies have started with us just over the last 6 months ago, they have picked up the role really quickly and are a great asset to the practice.

#### **SPRING COVID BOOSTER PROGRAMME**

The booster will be available to everyone over the age of 75 or anyone aged over 12 years old who is severely immunocompromised. If you have yet to book your appointment please book via the National Booking Service, online.

**PLEASE DO NOT CALL THE SURGERY REGARDING THIS.**

#### **DATA SHARING & NATIONAL DATA OPT-OUT**

The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her [Review of Data Security, Consent and Opt-Outs](#). Patients can view or change their national data opt-out choice at any time by using the online service at [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or by clicking on "Your Health" in the NHS App, and selecting "Choose if data from your health records is shared for research and planning".

#### **ONLINE ACCESS**

Patients are entitled to access their Online Records whether it be via their smart-phone, tablet or computer via the NHS App or Patient Access. Patients can access their core summary care record which includes medications and allergies without the Surgery's permission. However, if the patient requests access to their detailed coded record, which includes access to Test Results, Immunisations, Problems, Documents and Consultations, they will need permission granted by the Surgery's Practice Manager. Patients requesting full access will need to complete an online access form and provide photo identification for verification. The Practice has the right to limit or refuse access to online services if they believe that granting access would not be in the best interest of the patient. Each application is reviewed on a case-by-case basis. The Practice Manager will discuss with the patient's GP if required. Please see the practice website for more information re proxy access.

#### **Redaction**

Patient access to any element of their record is subject to appropriate safeguards. These are designed to ensure that access to records

- Does not cause harm to the patient
- That legal confidentiality obligations for the non-disclosure of third-party information are adhered to.

Where this information is contained within a record it must be redacted. The process for redacting information is different for each GP clinical system.

Please note that confidentiality policies are not used for hiding sensitive information.

## **ONLINE CONSULATATION PLATFORM**

We have recently changed our online consultation platform provider. Look out for the new banner on our website or access the platform via the Patient Access app.

## **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.

## **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.

## **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 **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. If you don't think we have your mobile number or email address, please send an email to

[nhskernowccg.rosmellynpenzanceitk@nhs.net](mailto:nhskernowccg.rosmellynpenzanceitk@nhs.net) or call us on 330909 so we can update our records.