

# ROSEDEAN NEWSLETTER

FEBRUARY 2018

FOR ALL PATIENTS

## DR LEELA KALRA — RETIRING

After 31 years of working as a GP at Rosedean House Surgery, Dr Kalra has decided to retire with effect from 31st March 2018.

Dr Kalra has made an **invaluable contribution** to the surgery and our patients over the years and she will be deeply missed by patients, colleagues and staff alike.

We are sure you will join us in wishing her a long and healthy retirement.



## REPEAT PRESCRIPTION ORDERING

As a result of the substantial increase in demand upon our Dispensary we are extending the time period we require for the processing of repeat prescription requests **with effect from 1st March 2018**.

From this date we would appreciate it if **3 working days notice** could be given between the time of making the repeat medication request and it's subsequent collection.

The **most efficient way** for repeat medication to be ordered is on-line and full details of how to register for this service can be found at <http://www.rosedeansurgery.co.uk/prescriptions1.aspx>

If you experience any difficulty in on-line registration please contact our IT Administrator, Dawn Morse, via [dawn.morse1@nhs.net](mailto:dawn.morse1@nhs.net)

## NEW PHONE SYSTEM



The new phone system that was due to be installed in January has been postponed to February due to technical issues. The official switch over from the old to the new system is now intended to take place over the lunchtime period on **Wednesday 7th February** and will result in **NO PHONE CALLS** in or out of the building for a brief period. Regrettably we cannot be sure when this switchover will take place, nor exactly how long it will last, as we are dependent on BT who are unable to advise our contractor of their work schedules in advance.

If, during this switchover period you need assistance with a **medical emergency please call 999**. If you need medical advice, but it is not an emergency, please call 111. Should you need to speak to the practice concerning an urgent medical matter that cannot wait until the new telephone system is on-line please call Liskeard (01579) 347396. If the matter can wait, please try calling later in the day.

## DO YOU WANT HELP TO QUIT SMOKING?

There are four types of smokers - which one are you?

1. Stress and/or depression smoker
2. Social smoker
3. Rewarding smoker
4. All of the above.



MAKE THIS YOUR  
**NEXT  
STOP**

Smoking damages your health and those around you. Understanding **why** you smoke is an essential part of quitting and making positive behavioural changes to your lifestyle and is essential to remaining a quitter.

By completing a Quit Programme you are **FOUR TIMES** more likely to quit than trying to quit on by yourself.

Make 2018 the year that you take the positive step and take back control for both you and your loved ones.

If you would like the details of the Smoking Cessation Advisor connected to the practice please speak to Reception on (01579) 343133.

## DID YOU KNOW? WE ARE A TRAINING PRACTICE.

Dr Tom Brogden will be joining the practice on 8th February for a period of 12 months. Dr Brogden will be carrying out his GP training with us.



## PATIENT CONTACT DETAILS

We have recently experienced a number of occasions when we have been unable to contact patients due to their personal details being out of date.

If you move house, change telephone number or email address please can you let Reception know to ensure we have the most up to date information in case the Surgery needs to contact you about your care. Please feel free to call and check your details are up to date.

## PATIENT PARTICIPATION GROUP

The aim of this group is to involve patients in the planning, delivery and review of healthcare at your surgery.



The group has been meeting regularly since 2008 and the next meeting date is to be agreed.

We would be delighted to welcome new members to the group and if you would like more information or wish to confirm your attendance at the next meeting please contact David Sheppard (Managing Partner) on (01579) 343133.

## TEXT MESSAGING APPOINTMENT REMINDER SERVICE

If you would like to receive a text message reminder for your appointments at the surgery please let one of our reception staff know your mobile phone number. Alternatively you can complete a form on our practice website.



This service sends a text message reminder to your mobile phone 24 hours in advance of any appointment you have booked at the surgery.

We have started to increase our use of this technology to update our patient records. This can be effective for both the practice and our patients, as it allows patients to respond at their own convenience to queries regarding, for example a patients smoking status.

If you would prefer NOT to be contacted in this manner please call the practice and let us know. You can OPT OUT of receiving text messages at any time.

## Friends & Family Test

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

**NHS** choices



## FRIENDS AND FAMILY TEST

NHS England requires all GP practices to give their patients the opportunity to report how likely they would be to recommend their practice to their Family & Friends.

Practices are then required to report these statistics to NHS England on a monthly basis. We have enabled this feedback option on our website and you may give your opinion via <http://www.mysurgeryoffice.co.uk/>

## GP APPOINTMENTS OUTSIDE NORMAL WORKING HOURS



GP appointments for routine healthcare matters are available on Thursday evenings and Saturday mornings on a rotating basis for those patients who find it difficult to attend the surgery during normal working hours. If such an appointment would be beneficial for you please ask one of our Receptionists when you book your next appointment.



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