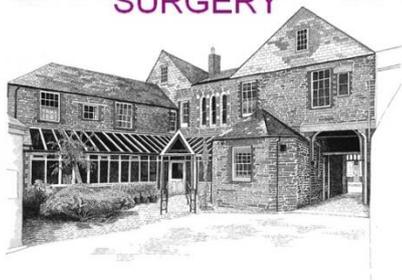


ROSEDEAN HOUSE SURGERY



August 2020

Website: www.rosedeansurgery.co.uk

PATIENT NEWSLETTER

It has been a challenging time for us all and Covid 19 has meant that General Practice has had to adapt constantly to an ever changing situation and adhere to many directives from NHS England and the Government. Unfortunately many of these changes have happened on a daily basis without any chance to inform patients in a timely manner and we are very grateful that patients have been understanding and accepting of these changes.

Fortunately Cornwall seems to have had very little in the way of Covid infection so far but we must still remain vigilant "Stay alert, control the virus, stay safe". We have done our level best over the previous months to keep our patients and staff safe in this ever changing environment. However, it has meant the Practice workforce has been under sustained pressure during this time. We have had staff shielding, working from home and on occasion, where necessary, self-isolating but are extremely grateful that our staff have remained dedicated to their roles to provide you with the best possible healthcare during a difficult situation.

New Staff

We have employed our first medication delivery driver and we are looking forward to developing this service for our patients. We felt it important to continue medication deliveries as we recognised this was an invaluable service to our patients. All the volunteers who have helped with medication deliveries, including Liskeard Young Farmers, have been an enormous support to the Practice for which we are extremely grateful.

Dr Petr Hobza has joined us on a permanent basis as a salaried GP and works Monday, Wednesday and Thursday.

We have appointed two new experienced dispensers to the Practice team. They are currently undergoing training to adjust to General Practice dispensing as they both have come from Community Pharmacies.

We have had a change in management. Most of you will know Toni Graves from Clinical Admin. We are delighted to have appointed her as Deputy Practice Manager to support Liz Delbridge, Practice Manager

ACCESS TO PRACTICE

For patient and staff safety we continue to screen everyone who enters the building by asking them a set of Covid questions and taking their temperature. This will continue for the foreseeable future.

All patients must wear a face covering or they will be turned away.

Only patients with booked appointments will be allowed to enter the building.

We are looking at a semi-permanent structure to be erected in the courtyard as we face winter.

ZERO TOLERANCE POLICY

We understand that patients can be frustrated by the necessary changes we have had to make to ensure their safety. We are also aware that patients have worries and concerns about their health but if they behave in an unacceptable manner, we will enforce our Zero tolerance policy.

Unfortunately over recent months we have had several incidents of unacceptable rude and aggressive behaviour towards our staff.

FLU

We have just received our vaccine arrival confirmation dates. We are finalising our 'flu strategy plan and will update patients as soon as we have more information.

As many of you will know, the 'flu vaccination programme has extended to our 50 – 64 year olds which is in addition to our normal vaccination programme for eligible patients.

We are still awaiting guidance which should arrive in September regarding the new cohort of 50 – 64 year olds. We expect to deliver vaccination to these patients in November after the priority vaccination programme for our at risk groups of patients.

Patient Survey

<https://www.surveymonkey.co.uk/r/5ZBZN7Q>
This is to gather patient feedback on the changes Covid-19 has brought about to Pharmacy and GP services.

PPG (Patient Participation Group)

Our patient group meets bi-monthly and is a platform for our patients to have a voice, to offer support and be a sounding board for positive change. We welcome new members. If you would like more information please contact Liz Delbridge, Practice Manager

IT

Covid 19 has meant new ways of working for General Practice and we have embraced digital ways of consulting patients. We use a system called Accurx which enables clinician and patient to have a video consultation using their mobile phone.

Our sign up to Patient Access has almost doubled so more patients are ordering medication online. Patients can sign up to this via our Website or in the Practice.

We changed our website to Footfall which has enabled patients to send in more correspondence electronically such as change of addresses, home BP measurement, online asthma reviews and also has the facility to ask Reception a question.

For out of hours video consultations LIVI is available via this link <https://www.livi.co.uk/>

BOOKING APPOINTMENTS

Urgent appointments – please continue to ring at 8 am for a consultation on the same day.

Routine appointments – please use eConsult to consult your GP initially. eConsult is accessed via our website www.rosedeansurgery.co.uk

Any other enquiries please telephone the Surgery and speak to a Patient Adviser. Thank you.