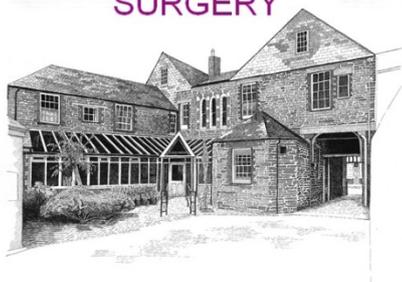


ROSEDEAN HOUSE SURGERY



Website: www.rosedeansurgery.co.uk

Tel: 01579 343133



AUGUST 2021

How to enjoy the sun safely



Find shade

Take a break under trees, umbrellas or head indoors



Cover up

Wear a loose, long-sleeved top with a hat and sunglasses



Use sunscreen

On bits that aren't covered up. Use plenty with at least SPF 15 and a 4 or 5 star rating

Together we will beat cancer



PATIENT NEWSLETTER

STEP 4 – ROADMAP OUT OF LOCKDOWN

The Prime Minister announced on 19th July 2021 that remaining COVID-19 restrictions were to be lifted in England and life will soon return to close to normal, with people's judgement being key in learning to live with the virus. It has been a very challenging time for everyone and this news is obviously welcomed.

However, with Covid 19 cases still rising, it is vital that the NHS continues to protect its staff to ensure that we are here and able to provide healthcare services as and when patients require our help and support. Patients attending the Practice will also need to be protected.

Following the publication of further guidance for healthcare settings, all patients must continue to wear a face mask when visiting the Practice. Those patients who have a face mask exemption will be asked to either wear a face visor or will be seen in our outside cabin in the courtyard. We ask that all patients respect this decision and support us so that we can continue to provide healthcare to all our sick and vulnerable patients.

General Practice Data for Planning and Research (GPDPR)

NHS Digital has been directed by the Secretary of State for Health and Social Care under the General Practice Data for Planning and Research Directions 2021 to collect and analyse data from GP practices for health and social care purposes including policy, planning, commissioning, public health and research purposes.

NHS Digital is the controller of the patient data collected and analysed under the GPDPR jointly with the Secretary of State for Health and Social Care.

All GP practices in England are legally required to share data with NHS Digital for this purpose under the Health and Social Care Act 2012 (2012 Act).

If you do not want your patient data shared with NHS Digital, you can register a Type 1 Opt-out with your GP practice. You can register a Type 1 Opt-out at any time. You can also change your mind at any time and withdraw a Type 1 Opt-out.

If you have already registered a Type 1 Opt-out with your GP practice your data will not be shared with NHS Digital.

If you wish to register a Type 1 Opt-out with your GP practice before data sharing starts with NHS Digital, this should be done by [returning this form](#) to your GP practice. The form is also available on the Practice website. You can also ask for a form when you visit the Practice or call 0300 3035678 for a form to be sent to you. If you have previously registered a Type 1 Opt-out and you would like to withdraw this, you can also use the form to do this.

Dr T Rajan

It is with great sadness that we announce that Dr Rajan will be leaving the Practice to relocate on 30th September. He joined the Practice in 2012 as a trainee and following qualification decided to accept a position in the Practice and then became a Partner. We know he is going to be greatly missed by patients and staff and wish him, his wife and family all the very best for the future.

New Staff

- Dr Robert Gardner joined us in April as a Salaried GP. Dr Gardner works Tuesdays and Wednesdays.
- Julie, Clinical Pharmacist, has also joined us and works three days a week in the Practice. Julie has been employed through the East Cornwall Primary Care Network.
- We are delighted to introduce Charlotte, Advanced Nurse Practitioner, who will be supporting our Urgent Care Hub four days a week.
- We welcomed three trainee doctors on 4th August - Dr Rosie Kemp, GP Registrar and Dr Liudmyla Berezniak, GP Registrar. Dr Thomas Scurr, Foundation Year 2 trainee, has joined us as part of his rotation with the Peninsula Medical School.
- We have also employed regular locum GPs to support our clinical team – Dr Richard Lee, Dr Magdalena Damas and Dr Lucy Tibbatts
- Claire Crago, Mental Health Practitioner, works in the Practice one day a week and we are delighted to welcome her to the Rosedean team.

IT

Website – www.rosedeansurgery.co.uk

Please visit our website if you wish to send in correspondence electronically such as change of address or a home BP measurement. There is also the ability to complete an online asthma review which will be passed to our Practice Nurse Lee Reed. Nurse Reed will arrange a telephone consultation with patients to discuss further if required.

Our Website also has the facility to ask Reception a question or give feedback.

BOOKING APPOINTMENTS



Urgent appointments – please continue to ring at 8 am for a telephone consultation on the same day. The clinician will then assess and decide if a face to face appointment is required.

Routine appointments – please use eConsult (via our website) to consult your GP initially.

PRACTICE VOLUNTEERS

We wish to say a heartfelt thanks to our volunteers who continue to meet and greet patients at our entrance door and offer their support where needed. These last 18 months have proved to be very challenging but your help to our Practice team has been invaluable and much appreciated.

PPG (Patient Participation Group)

Our patient group 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 or email management.rosedean@nhs.net

PRACTICE PREMISES

If you have visited the Practice recently you will notice that the outside of the building has been cleaned, painted and a new sign erected. Over the next few months internal areas of the Practice will also receive a face lift.

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.



Hands – wash your hands regularly and for at least 20 seconds

Face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet

Space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings).

LONG COVID

General practice plays a key role in supporting patients, both adults and children, with long term symptoms of COVID-19. This includes assessing, diagnosing, referring where necessary and providing longer term holistic support of patients. For more information please visit:

<https://www.yourcovidrecovery.nhs.uk/>

BREAST SCREENING PROGRAMME

The NHS offers screening to save lives from breast cancer. Breast cancer is the most common type of cancer in the UK. Lives are saved because cancers are diagnosed and treated earlier than they would have been without screening.

Women aged 50 – 71 should now be receiving invitation letters to book an appointment locally. More information about breast screening is available at www.nhs.uk/breast Please don't delay and book your appointment if you have received an invitation letter.

PROMOTING A HEALTHY LIFESTYLE

The COVID-19 pandemic has highlighted the importance of weight management. Living with excess weight puts people at greater risk of serious illness or death from COVID-19.

GPs can support their patients to lose weight and live a healthier lifestyle. **Please do not be offended if you are asked your current weight as we may not have up-to-date details on our clinical system.** If you would like support to lose weight, please mention this to our staff when you next contact the Practice.

MENTAL HEALTH HELPLINE

Cornwall Partnership NHS Foundation Trust
0800 038 5300

Help is available 24 hours a day, 7 days a week. If you call, you'll speak to a professional in your local NHS mental health service. They can discuss your current mental health needs and provide access to further support if needed.

REGISTER FOR ONLINE PATIENT SERVICES

Please see our website for further details. You can also request an application form at Reception. New patients can sign up when they register with the Practice.

NHS APP



The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. Services include:

- NHS Covid Pass – to view and share
- Order repeat prescriptions
- Get health advice
- View your health record
- Register as an organ donor
- Choose whether the NHS uses your data for research and planning (GDPR)

The NHS App is free to download from the App Store and Google Play. You can also access NHS App services from the browser on your desktop or laptop computer.

SUPPORT AVAILABLE FOR PATIENTS



Social Prescribing

Many things affect your health and wellbeing. Patients visiting their GP may feel isolated or lonely. Or they might be stressed out by work, money and housing problems. Sometimes it's the stress of managing different long-term conditions.

That's where social prescribing comes in. It starts with a conversation. It might be the conversation you've just had with your doctor or with another person in the Practice team. They will refer you to a social prescribing link worker. The link worker is there to listen to you and put you in touch with people and activities that might help you feel better.

For more information about social prescribing visit:

www.england.nhs.uk/personalisedcare/social-prescribing/



Active Living Support - We pride ourselves in supporting older people and their families to alleviate stress, anxiety and loneliness. If you or a loved one need a helping hand, please call 01872 266383 or email: email@ageukcornwall.org.uk