
Summer Newsletter

For patients of Roseland Surgeries



If you are at all unsure, please phone us – we will happily confirm if we have sent you an invite in this way.

Forthcoming Bank Holiday:

Don't forget – there's a bank holiday coming up in August :-

Monday 28th Aug – Surgery will be closed
Tues 28th Aug – open as usual 8.30 am

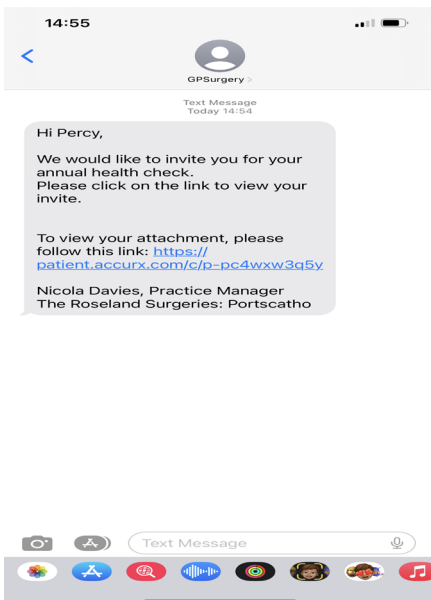
Please remember to collect your medication by close of business on Friday 25th August.

Should you need urgent help and advice when the surgery is closed, please call NHS 111.

Is it a scam?.....

Many patients will be used to receiving messages on their mobile phones with a link. Sometimes you might think “*is this a scam?*” and we are right to be cautious as there are a lot of unscrupulous people around.

Some of our invites to patients for routine annual check ups/vaccinations will come to you via our clinical system directly to your mobile phone with a link or an attachment to view an invitation to attend for an appointment. We have replicated the view that you will see on your phone here as a copy of the messaging for invitations so that you can recognise it as a ‘safe’ contact:-



Appointment figures – demand on the rise

We have access to a national ‘dashboard’ of GP appointments data – in essence a tool to show us the number of appointments we have offered (face to face slots, via the telephone etc) over a given period of time which we can compare to previous years’ activity and also compare with other surgeries and the national averages.

For the period April to June 2023, we had provided 6112 face to face consultations with our patients, and an additional 1361 telephone consultations. In the month of June alone, the face to face appointments numbered 1795 with an additional 466 being telephone appointments.

The demand for appointments generally is increasing every month – and so it is vitally important to let us know if you no longer require that pre-booked appointment. Sadly, in June we had 30 appointment slots booked where patients did not turn up – and didn't let us know that they weren't going to attend. This is equal to 5 hours of GP time. If you're not able to make an appointment, or you no longer need it, do please give us a call/send an email..... we will ALWAYS fill that empty slot! Many thanks.

Updates from our Social Prescriber – Sophie

Greener Practice

You will have read in the February newsletter that Roseland Surgeries is a member of the Cornwall Greener Practice Network and we are working to improve our sustainability and minimise our environmental impact.

Did you know that nearly all old hearing aids end up in landfill? You can now recycle hearing aids that you no longer need at any of the surgeries (at reception in St Mawes and Tregony and by dropping in the box in the foyer in Portscatho). These will be repurposed for use in the developing world and Eastern Europe.

Stay Safe this Summer & Beat the Heat

Public Health have lots of tips to beat the heat and stay well over the summer. These can be found on the Cornwall Council website. Young children, the elderly and people with long-term health conditions are all at more of a risk of heatstroke so

remember to look out for those who may struggle to keep themselves cool and hydrated.

<https://www.cornwall.gov.uk/health-and-social-care/public-health/public-health-campaigns/stay-safe-this-summer/#beat-the-heat>

Check In and Chat

NHS Check In and Chat volunteers provide a friendly phone call and a listening ear to people who might be vulnerable, isolated or lonely. They can provide encouragement and help explore positive changes people can make in their lives as well as signposting to other services.

You can refer yourself by calling 0808 196 3646.

Digital Together

Following the Digital Together sessions run in St Mawes and Tregony in June by Cornwall Rural Community Charity, they will be offering more sessions every Wednesday morning in September at Tregony Village Hall. Get in touch with Sophie at the surgery if you would like to attend.

To improve your digital skills, you can also find tutorials and guidance at the websites below:

GCF Global

(<https://edu.gcfglobal.org/en/subjects/tech/>)

Learn My Way (<https://www.learnmyway.com/>)

Coast Path Connectors

The Coast Path Connectors Project jointly with the surgery has run three social walking groups along the coast path in May and June. These are walks for company and wellbeing and we offer short and medium walks.

If you would like to join us, the next walks will take place on Tuesday 22nd August. Contact Sophie at the surgery for more information.

Drug Wastage

Occasionally, your usual medication might be changed and this could leave you with medication you no longer require. You might also find that you've ordered something a while ago, not needed it, or not used all the tablets, and they've gone out of date. We can accept medication for incineration at Portscatho Surgery.

However, it's important to recognise that unused medication, even if it is in its unopened box, cannot be re-used or re-dispensed for another patient. That medication also has to be incinerated.

So, when you're ordering your regular medication, please double check that you haven't got a spare box or two lying around that needs using up first. Please only ask for those medications that you need. Alternatively, if there is something on your repeat medication list that you no longer use, please don't just order it – let us know that you don't use it and we will remove it from your list of drugs.

In 2022, a report commissioned by the Dept of Health estimated that unused medicines cost the NHS around £300 million per year with £110 million worth of medicine being returned to pharmacies. You can always access our in-house pharmacist for advice about your medication if you should have a query. Please ask the receptionist for more details.

We all need to work together to reduce drug wastage so please remember to ask only for that which you need. Many thanks!

Please note: We cannot accept sharps bins with used needles inside. These must be collected by the council. If you are prescribed needles and/or medication that comes in a pre-filled syringe with a needle attached, you will need to register with Cornwall Council to have full sharps bins collected and incinerated. The surgery can provide you with empty sharps bins on prescription.

To register with the council for this service please see:

www.cornwall.gov.uk/rubbish-recycling-and-waste/rubbish-and-waste-collections/clinical-waste-bags-and-sharps-bins/#sharps

Defibrillators on the Roseland

Our Patient Group raised funds over a decade ago to provide defibrillators across the Roseland, which have saved lives. Many of them are coming to the end of their lifespan and we need to raise more money to buy new ones. We cannot be without these vital pieces of equipment.

If you are able to donate to the fund, we would be hugely grateful. Cheques should be made out to: Roseland Surgeries Patient Group, or directly to their bank account:

Sort code: 20-87-94

Account Number: 63179419

*Nicola Davies
Practice Manager*

Dr. Will Hynds MA MB BChir MRCGP DRCOG DCH
Dr. Terese Tubman BMed MRCGP DipFFP