
December Newsletter

for the patients of The Roseland Surgeries

Christmas and New Year Bank Holidays

Below is a note of our opening times over the Festive Season.

Fri 23rd Dec – open as usual

Sat 24th Dec – Christmas Eve – CLOSED

Sun 25th Dec – Christmas Day – CLOSED

Mon 26th Dec – Boxing Day CLOSED

Tues 27th Dec – Bank Holiday – CLOSED

Wed 28th Dec – open as usual 08.30 am

Thurs 29st Dec – open as usual

Friday 30th Dec – open as usual

Sat 31st December – surgery CLOSED

Sun 1st January – surgery CLOSED

Mon 2nd Jan 2017 - Bank Holiday – CLOSED

Tues 3rd Jan 2017 – open as usual 08.30 am

If you need medical assistance in an emergency when the surgery is closed, please call NHS111.

Pharmacy Opening Hours

Some pharmacies are open over the Christmas and New Year bank holidays to provide emergency dispensing of medication. The Out of Hours service should be able to tell you which pharmacies are open. However, I thought it might be helpful to outline who is open and when:-

Sunday Xmas Day – Day Lewis, Wheal Northey, St Austell 11 am to 1 pm

Monday Boxing Day – Asda, St Austell – 9 am to 6 pm

Boots, St Austell – 10 am to 4 pm

Boots, Pydar Str, Truro – 8.30 to 5.30 pm

Lloyds, Sainsburys, Truro – 10 am to 6 pm

Tues 27th Dec Bank holiday – Asda, St Austell 9 am to 6 pm

Boots, St Austell – 10 am to 4 pm

Boots, Pydar Str, Truro – 8.30 to 5.30 pm

Lloyds, Sainsburys, Truro – 10 am to 5 pm

Tesco, Garras Wharf, Truro – 10 am to 4 pm

Sunday New Years Day – Asda, St Austell 10 am to 4 pm

Boots, St Austell – 10 am to 4 pm

Boots, Pydar Str, Truro – 10.30 am to 4.30 pm

Lloyds, Sainsburys, Truro – 10 am to 4 pm

Tesco Garras Wharf Truro – 10 am to 4 pm



Mon 2nd Jan Bank Holiday –
Asda St Austell, 10 am to 6 pm
Boots St Austell, 10 am to 4 pm
Boots, Pydar Str, Truro – 10.30

am to 4.30 pm

Lloyds Sainsburys, Truro – 10 am to 5 pm

Tesco Garras Wharf, Truro – 10 am to 4 pm

Please note: St Mawes Pharmacy is **not** open on any of the above dates including Saturdays: Christmas Eve and New Year's Eve. There are, of course, other pharmacies across the county that will be open, but these shown are our nearest. All offer help with minor ailments and the Pharmacist is able to offer direct help with such problems as: urine infections, conjunctivitis, oral thrush and nappy rash.

New Year's Resolutions??

You might have decided that 2017 is the year you finally give up smoking and/or eat more healthily. Please don't forget that we are here to help and can offer you assistance with what can be, for many people, a real struggle.

If you think you might need help to stop smoking, or you want to discuss how you might stop and what's out there to help you, for example, using nicotine patches, nicotine replacement gum/tablets etc., please book an appointment to see one of the Practice Nurses in the first instance. With the average cost of a packet of 20 cigarettes at £8.39, if you smoke 20 per day over the whole year you could be spending something in the region of £3000!! If you've got a special holiday planned, maybe for an anniversary or birthday, this might be all the incentive you need to give up once and for all.

Our Practice Nurses can help with weight management and are happy to advise you on eating a more healthy, balanced diet. If you would like to discuss lifestyle changes, please do book an appointment to see the Practice Nurse. Eating more healthily does not mean depriving yourself!

Roseland Surgery Patient Group News

Our Patient Group continues to organise activities for members of the community and you may have seen details of forthcoming events in the Roseland Magazine and on posters around the Peninsula. Clay sculpture and art classes are organised for January and Walking in Company continues.

Café Roseland is going from strength to strength on alternate Wednesday afternoons at the Memorial Hall from 1.30 pm to 4 pm. The dates of the next sessions are: 21st December, 4th and 18th Jan, 1st and 15th Feb, 1st, 15th and 29th March.

The Patient Group also has a Facebook page, so please do check out their pages for photos of activities, news updates and information. If you would like further information on any of the activities, or if you would like to become a member of the group, please contact Nicola, the Practice Manager for more information.

Services provided by the Practice

I have been asked to outline all the activities that the Practice provides to our residents on the Peninsula. Our doctors provide General Medical Services to our patients in line with their NHS contract. We dispense medication to the vast majority of our patients, though those living within a mile of a pharmacy must get their medications dispensed by them rather than us.

Practice Nurses can see patients for the following:
Blood tests, blood pressure monitoring
Ear syringing Cervical smear tests
Childhood immunisations, 12 lead ECGs
Removal of stitches, Health checks
Hormone injections Contraceptive checks
Vaccinations for flu, shingles, pneumonia
Spirometry, travel advice and immunisations*
*note most vaccines are available free of charge but there are a couple that are only available on a private basis (please ask if unsure)
Review of chronic disease : this includes such things as high blood pressure, asthma, diabetes, heart disease and patients are contacted to book review appointments as they are necessary.

We also provide additional Enhanced Services in order to try and earn extra income. These enhanced services are contracted with NHS England and NHS Kernow. These include:
Pre and post operative blood tests, dressings and MRSA swabs
Minor Injuries treatment and Minor Operations
Stop Smoking Advice and Help
Coil and implant fitting and removal
24 hour Blood Pressure and ECG monitoring
Extended Hours surgeries (appointments to see a doctor outside of our normal surgery hours – please ask at reception for details)

In addition to the services we offer our registered patients, we also see and treat a huge number of holiday makers and patients who come into our area for respite care. This latter group can include residents into local nursing homes who will stay anything from a few days to a few month depending on the care they need. We see and treat these ‘temporary residents’ in our usual surgery sessions and in any one year, we can see between 700 and 1000 temporary residents on the Roseland alone.

We also have a number of community staff attached to the surgery, though not based with us. These include a Health Visitor and Midwife, a team of Community Nurses, Community Mental Health Nurses and a Community Matron. We also have a visiting Physiotherapist and Podiatrist.

Thanks from the Surgery

We have had a number of teething problems with our new telephone system and we wanted to take this opportunity to say a heartfelt thank you to our patients who have been very patient during this transition. We have listened to you and we have now removed the Welcome To Roselands message and the music on hold, which was becoming very frustrating! Patients will now only hear a ring tone when calling in, until they are answered by a receptionist, OR, the engaged tone if we are busy. We just wanted to say thanks to you for bearing with us.

Christmas Wishes

As this will be the last newsletter before the festivities commence, the partners, staff and I should like to take this opportunity to wish our patients and their families a very Merry Christmas and a happy (and healthy!) New Year.



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