
March Newsletter



for the patients of The Roseland Surgeries

Disruption with snow!!

The beginning of March certainly started with a shock snowfall..... and a huge disruption to many services across the county. We are enormously grateful to patients for their understanding as our drug deliveries didn't arrive and the knock on effect with turning around the prescription requests we had received wasn't cleared until over a week later.

We must say thank you to the patients whose appointments we had to cancel and re-arrange as doctors and nurses struggled to get into our three surgeries and a huge thank you to those members of our staff who battled with snow and ice to keep the surgeries open and man the telephones.

We also wanted to say a very special thank you to Dylan Collard, Seth Richards and Mike Rowson who went above and beyond to help patients get out of their houses to either come to the surgery or get to hospital. They also helped a stranded receptionist get home! Thank you also to those residents of the Roseland who called on their vulnerable neighbours to check they were OK during that very difficult two or three days. It is wonderful to know we are in the midst of such a caring community.

Forthcoming Bank Holidays:

Good Friday 30th March – Surgery CLOSED
Easter Monday 2nd April – Surgery CLOSED
Tuesday 3rd April – open as usual 08.30 am

May Day – Mon 7th May – Surgery CLOSED
Spring Bank holiday – Mon 28th May – Surgery CLOSED

Pharmacy opening hours over Easter:

There are several pharmacies open on the Bank Holidays over the Easter Break, should you need one urgently.

Asda St Austell – open Good Friday 9 to 6 pm
Easter Saturday – 7 am to 10 pm
and Easter Monday: 9 am to 6 pm

Boots, Fore Street, St Austell – open on Good Friday 9 am to 5.30 pm
Easter Saturday - 08.45 am to 5.30 pm
and Easter Monday – 10 am to 4 pm

Day Lewis, St Austell – open on Easter Saturday 8.30 am to 1 pm and Easter Sunday 3 pm to 5 pm

Tesco, Garras Wharf, Truro is open on Good Friday between 8 am to 8 pm
Easter Saturday - 8 am to 8 pm
and Easter Monday 9 am to 6 pm.

Lloyds Pharmacy, Sainsburys – open Good Friday 7 am to 8 pm, Easter Saturday 7 am to 10 pm and Easter Monday 9 am to 7 pm.

Boots, Truro Health Park – open
Easter Saturday – 9 am to 12.30 pm and
Easter Sunday – 2 pm to 4 pm

St Mawes Pharmacy - NOT open at all over the Easter weekend (including Saturday 31st March)

A new, improved computer system

Thanks to funding from NHS Digital, a division of NHS England, we are very pleased to report that we are having a new computer system installed at the beginning of April. Training is already underway, BUT, there will be times when we will be slower at actioning requests whilst we get used to this new system. We know that you will understand new systems take a while to 'bed in' and thank you in advance for being patient patients!

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