
May Newsletter



consent to receive information via text. We're hoping that we'll also be able to use text messaging to let you know when things like 'flu clinics are going to be held.

General Data Protection Regulations 2018

for the patients of The Roseland Surgeries

Forthcoming Bank Holidays:

Spring Bank holiday – Mon 29th May –
Surgery CLOSED

NEW computer clinical system

During April, we migrated to a new computer clinical system. This is radically different to our old system and is taking quite a bit of getting used to. Although we've tried to be as prepared as possible ahead of the move, the transition has proved time-consuming and we have all found the change quite challenging. We have put systems into place where we have staff working extra sessions to try and deal with issues (where we have been slow because we have been learning 'on the job') and we'd like to take this opportunity to thank all of our patients who have been incredibly supportive and patient with us as we go through what I can only describe as a rather vertical learning curve!

Online access:

We have to re-issue usernames and passwords to patients who want to use the online access facility (perhaps to order medication and/or book appointments) so if you haven't received yours and you were using the online system before, please do ask at reception and a member of the administrative team can sort that for you.

If you haven't used the online system before and would like to take advantage of that, please ask for an application form at reception.

Text messaging:

One of the advantages of the new computer system is that in the fullness of time, we will be able to set up reminders for appointments which can be sent via SMS messaging to those patients for whom we hold a mobile telephone number. However, we must get consent from patients first in order that we may send you a text message. We will put out forms in reception and a note on our website which patients can complete to provide up to date mobile numbers and the

Some of you may be aware that the Data Protection regulations are being updated with effect from the 25th May 2018. Whilst this won't impact on patients directly, it does affect how we deal with certain things in the background. Patients will note a 'Patient Privacy Notice' in the waiting rooms and on the website to inform patients about the data we hold, why we hold it, how it is stored etc. If anyone has any concerns about personal data being held by the surgery, please do let Nicola, the Practice Manager know.

Complaints

From time to time, patients will need to raise concerns with the Practice Manager where things may not have gone so well. These issues may be something like an appointment not being booked at the right venue, or a prescription mislaid, or perhaps something didn't happen that should have happened.

Regardless of how big or small you feel the problem is, it is vital that the Practice Manager is made aware in order not only to investigate and put right, but also to ensure that it doesn't happen again.

Nicola is aware that some patients are reluctant to express their concerns for fear that this may detrimentally affect their medical care. We would like to take this opportunity to remind everyone that a complaint/concern is not logged in the patient's medical record and is dealt with completely separately. No details of a complaint are stored in any way that would affect the care a patient receives.

The Herbert Protocol

The Herbert Protocol is a national initiative which has been picked up by Devon and Cornwall Police. It is named after George Herbert, a war veteran of the Normandy landings who lived with dementia. It is a simple risk reduction tool to be used in the event that an adult with care/support needs goes missing. A family member, friend or neighbour with permission from the family can complete a form and include a recent photograph of the adult and should the vulnerable adult go missing, the form is sent to the Police.

If you would like to find out more information and access the form, visit: www.devon-cornwall.police.uk/advice/missing-persons

Medical Students

Many patients will have had experience of meeting a medical student at some point in recent years. We offer placements from the University of Exeter Medical School to medical students for a 5 week attachment. Medical school is the first step on the path to becoming a fully qualified doctor and is a mixture of academic learning and placements. Students rotate through different areas of medicine, including hospital-based medicine and General Practice. During the time that a medical student is with us, you may well be offered an appointment to see the student first.

It's understandable that you may be worried about a student being involved in your care, but there is no need to be - they are held to the same professionalism standards as all doctors, are accountable to both the General Medical Council and to their medical school, and are bound by confidentiality just like qualified doctors. They cannot prescribe and are always overseen by their supervising GP. You will always be told when you are seeing a student, and the student will always make clear their level of training. Your care will not be detrimented by having a student involved. As medical students are in training, they have more time to spend with patients than fully-qualified staff. Many patients feel less rushed and can express their concerns without the normal time restraints. We offer a 30 minute consultation time with a medical student and remember, you may get seen earlier. Qualified doctors are normally fully booked and very busy, but students have much more time and you may be seen earlier by agreeing to see them first. You will always see a qualified doctor afterwards.

Cornwall Healthy Weight Programme

Healthy Weight Adults is a 12-week weight management programme for people aged 18 years and over and are above a healthy weight.

If you are at risk of, or are already living with type 2 diabetes, high cholesterol, high blood pressure or other weight related issues, this programme is particularly suitable for you.

Over the 12 weeks, you will:

- Learn about nutrition, eating a balanced and healthy diet and look at suitable portion sizes
- Understand how to read different food labels and the importance of making healthier food choices
- Look at the different body types and how foods and physical activity affects our bodies
- Look at ways to get more active and learn why it is important for your health
- Have the opportunity to take part in gentle exercises, adapted to suit you and your needs
- Take part in some practical cooking to increase cooking skills, inspire you to cook quick and healthy meals from scratch and look at ways to cook on a budget

If you are interesting in taking part in this programme, you can check out their website: <https://www.cornwallhealthyweight.org.uk> or give them a call on 01209 615600 – courses are held in Truro and St Austell.

In-house physiotherapy services

We have access to an NHS physiotherapy service which is held at Portscatho on a Monday and Tuesday. Clinics are run by Suzy Hamilton who is a Registered Physiotherapist – patients are initially seen by the GP and referred directly to Suzy for treatment. Initial appointments are 40 minutes duration, and follow ups which Suzy organises herself with the patient are for 20 minutes. It's vital if you can't make an appointment that you contact us to reschedule – Suzy is only here twice a week and she understandably gets booked up very quickly.

*Nicola Davies
Practice Manager*

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