

### Covid Vaccines

Clinics are now running at Rosebank Surgery on Saturdays so that they do not have a negative impact on our regular surgeries. Currently vaccinations are being offered to over 75s and immunosuppressed patients (Spring Booster) and the first vaccine for children aged 5 – 11 years. We also welcome first timers! Invitations have been sent out to all those who are eligible, but “Walk-ins” are also encouraged.

**FACT: There have been approximately 100 Walk-ins per session!**

### Rosebank Hub

The Hub team consists of a group of care coordinators, GPs, ANPs, social prescribers and pharmacists, all working together to ensure the patients journey through primary care is as efficient and seamless as possible.

The Hub aims to improve continuity of care for patients. Did you know that:

- 59% of appointments are dealt with in the Hub on the day, either Face to Face, via text, or by a phone call from a GP
- 80% of appointments are now Face to Face
- 85% of urgent problems are seen on the same day
- The number of phone calls into the surgery in March was 29,640
- The number of eConsults into the surgery in March was 3797
- In the first quarter of 2022 we provided 71,017 appointments!

Please remember that if your GP requests a blood (or any other) test, you may not be offered a Face to Face appointment until the results are available.

All patients who would prefer to see a GP in person will be offered a Face to Face appointment at the earliest opportunity

This Newsletter is brought to you by your PPG, which is run by volunteer patients in association with the practice management team to help strengthen the relationship between the practice and you, our patients.

**FACT: All Covid vaccines for children under 12 in Gloucester have been administered at Rosebank Surgery**

### **Your Telephone Consultation**

Some ailments are much better dealt with over the phone:

- The patient does not have to leave the comfort of their own home to visit the surgery when they are feeling unwell
- Less chance of spreading nasty bugs and viruses – and less chance of picking something up!
- GPs can assess more patients and diagnose more quickly
- Sometimes the GP might ask you to send a photo of your ailment if you have access to a suitable camera. This is completely confidential.
- Sometimes your GP may be able to diagnose your ailment over the phone and arrange for suitable treatment more quickly
- Certain things always need a Face to Face appointment; lumps, bumps, heart, neurological concerns, and these will be arranged as soon as possible

#### **Practice Update**

We have recently welcomed:

Dr Suzannah Lake

Dr Ajose

Dr McElhinney

Dr Ajayi

Jenny Taplin, Nurse Practitioner

Gill Yeates, Social Prescriber

Sagal Hassan, Lead Pharmacist

Georgia Roberts, Physician Associate

Mary McKenzie, Patient Administrator

Several new members of the Reception Teams, all working hard to ensure that you get the best possible service, in the right place, at the right

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#### **Ordering a Prescription**

The easiest way to order a prescription is via the NHS App

Via the Rosebank website

Come into the surgery

Visit your pharmacist

Have you visited our website recently? It has been updated so it may look slightly different but has been designed to make it more user-friendly. Please let us know what you think! <https://www.rosebankhealth.nhs.uk/>

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