**THE ROSELAND SURGERIES**

**Information regarding Access to our Surgeries**

Dear Patient,  April 2023

We hope you are keeping well. It’s no secret that our surgery has been busier than ever. That’s why we’re writing to you today to let you know that there are now more ways in which you can contact us to get the help you need.

**There are three ways you can get in touch with us.** You can:

* Use an online form on our website at [www.roselandsurgeries.co.uk](http://www.roselandsurgeries.co.uk)

 It can save you time.

* Phone us during surgery hours Monday to Friday, 8.30 am - 6pm
* Call in to reception at any of our surgery sites, during opening hours.

Pick the option that suits you best. No matter how you choose to get in touch with us, we’ll ensure you get the help that’s right for you.

**Your appointment – getting back to you**

We may offer you a consultation:

* By phone
* Face to face at the surgery or an NHS service nearby
* Over a video call
* Or by text or email.

Consultations by phone, video call or by text or email can be more flexible and often mean the doctor, nurse or another health professional can help you sooner. We may also refer you to another service.

However we respond, you can rest assured that we’re always looking after your needs.

**Help us to help you**

When you get in touch, we'll ask you what you need help with. Please give us as much information as possible - we will use this to choose the most suitable doctor, nurse or other health professional to help you.

**If you need help with your appointment**

When requesting care, please tell us:

* If there’s a specific doctor, nurse or other health professional you would prefer to respond
* If you would prefer to consult with the doctor or nurse by phone, face-to-face, by video call, text or email
* If you need an interpreter
* If you have any other access or communications needs.

We will always do our best to support you.

**Parents, carers and young people**

If you’re a parent or carer, you can also use the online form on our website to request care for your children or those you care for.

**Cancelling or changing an appointment**

Please tell us as soon as possible if you need to cancel your appointment. Call the surgery or contact us online.

**If you need help when we are closed**or you are not sure what to do, go to 111 online ([111.nhs.uk](https://111.nhs.uk/)) or call 111

**If you think it's an emergency – Call 999** Our nearest Emergency Department – Royal Cornwall Hospital (Treliske), Truro TR1 3LQ Telephone: 01872 250000

**Minor Injuries Unit -**  St Austell Community Hospital, Porthpean Road, PL26 6AA Telephone: 01726 873010 (open 8 am to 10 pm 7 days a week)

If you would like any further information, please check our website:

www.roselandsurgeries.co.uk or speak to us next time you’re in touch.

Yours faithfully,

The Roseland Surgeries team