

Patient Information

Welcome to the Roseland Surgeries.

Our aim is to provide the best possible care to our patients by integrating innovation and enhancements with the traditional values of a family-orientated General Practice.

Roseland Surgeries is a partnership providing NHS services under an NHS England General Medical Services Contract.

Our Team

The **GP partners** are Dr W. Hynds (MA MB BChir MRCGP DRCOG DCH) and Dr T. Tubman (BMed MRCGP DipFFP). Our associate **salaried GPs** are Dr N. Marsh (MB ChB) and Dr J. Katz (MB ChB DCH DRCOG MRCGP). Locum GPs cover holidays and sickness. Our **Nursing Team** is comprised of Zara and Amelia, who work part-time throughout the week. We occasionally use Locum Nurses to help keep up with patient need. Maria is our full-time **Health Care Assistant**, and Jade is our **Phlebotomist**.

Our management team consists of Nicola Davies (**Practice Manager**), Samantha Bennett (**Assistant Practice Manager**), Emily Poulter (**Practice Management Trainee**), and Bryony King (**Dispensary Manager**). We have a dedicated team of **Receptionists** and **Dispensers**: Natalie, Darren, Beverley, Selina, Eve, Mary, Jade, and James. We also have our experienced **Secretary**, Kathy, and **Administrators**, Chris and Marji.

Additional roles may also be with us on a permanent or temporary basis under the **Additional Roles Reimbursement Scheme** provided by our

Primary Care Network. For more information, see our website.

Services we provide

As well as routine and same-day appointments, our practice offers the following services:

- Family Planning/ Cervical Screening
- Immunisations (adult and child) & Travel
- Minor Surgery
- Well-man and Well-woman clinics
- Chronic Disease Management

From time to time, other services may be available.

We have 3 sites here on the Roseland Peninsula:

Portscatho Surgery

Address: Gerrans Hill, Portscatho, TR2 5EE

Tel: 01872 580345

Opening hours:

Monday	08:30am – 18:30pm
Tuesday	08:30am – 18:30pm
Wednesday	08:30am – 18:30pm
Thursday	08:30am – 17:00pm
Friday	08:30am – 17:00pm

Tregony Surgery

Address: Well Street, Tregony, TR2 5RT

Tel: 01872 530483

Opening hours:

Monday	08:30am – 13:00pm
Tuesday	08:30am – 13:00pm
Wednesday	08:30am – 13:00pm
Thursday	08:30am – 13:00pm & 14:00pm – 18:30pm
Friday	08:30am – 13:00pm & 14:00pm – 18:30pm

St Mawes Surgery

Address: Hillhead, St Mawes, TR2 5AL

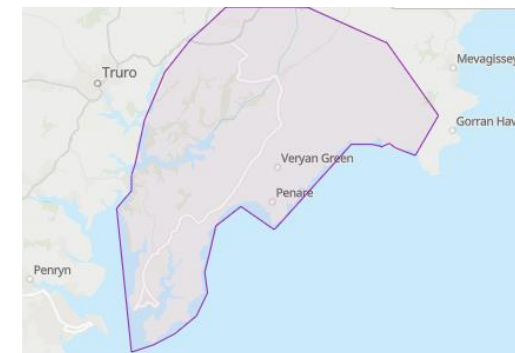
Tel: 01326 270241

Opening hours:

Monday	08:30am – 13:00pm
Tuesday	08:30am – 13:00pm
Wednesday	08:30am – 13:00pm
Thursday	CLOSED
Friday	08:30am – 13:00pm

**Please note our services are closed on Bank Holidays*

GP services are provided to the following area:



To check whether your address is within our practice boundary (pictured above), you can look on our website at

www.roselandsurgeries.co.uk/practice-information/new-patient-registration/ or ask our reception team.

Patient Registration

The quickest way to register at the practice is to use the practice website. You must live within the practice area. If you are unable to use the website, please contact the practice for information about how to register.

Website: www.roselandsurgeries.co.uk

Facebook: @theroselandsurgeries

Making an Appointment

Patients can book appointments over the phone or in person. If the branch surgery you are trying to contact is closed or busy, your query may be picked up at another site that is available. Our reception team are trained to ask the right questions to direct you to the right health professional for your needs. This might not always be the GP. Please answer their questions as openly and honestly as you can. Any information you share will be treated in confidence.

Emergencies/Out of Hours Care

If you are experiencing any life-threatening symptoms such as chest pain, or shortness of breath, please ring 999 immediately.

When we are closed, if you are experiencing symptoms that require medical attention before we re-open, please contact the 111 service for advice and guidance via phone (dial 111) or their website (111.nhs.uk). If you are in any doubt, you should contact the 111 service who are there to help.

Violent/Abusive Behaviour

We have a strict zero-tolerance policy and will not tolerate threatening or aggressive behaviour towards staff or other patients.

Accessibility

If you require any information in another format, please let our Reception team know.

Comments, Compliments, and Complaints

We value feedback and encourage you to share your comments, compliments, and complaints with us. Insights are crucial in helping us improve our services and ensure we meet patient needs as effectively as we can with our resources. We have various channels available, including feedback

forms at the practice, online submissions, and direct conversations with our team members. Rest assured, all feedback is taken seriously and reviewed thoroughly to enhance the quality of care we provide. Your voice matters, and we are committed to listening and making necessary improvements.

Online Services

Patients can register for online services by completing a form. This can be requested at reception or found on our website. We will need to see you in person with your ID to complete this process. At our practice, Patients can use the **NHS app** or **SystemOnline** to order repeat prescriptions and see parts of their medical record. For more information see our website or ask reception. **Klinik** is the online consultation tool we use to help manage routine patient inquiries. Patients can complete an online form detailing their symptoms, which is then reviewed by a clinician within 2 working days. This process helps ensure that patients are directed to the most appropriate care, whether it's a same-day appointment, a future booking, or self-care advice. <https://access.klinik.co.uk/contact/the-roseland-surgeries>

Privacy Notice and Confidentiality

All clinical and administrative staff have an ethical as well as a legal duty to protect patient data and information from unauthorised disclosure. Patient data will only be accessed when it is necessary for the care of the individual patient and shared in accordance with the Data Protection Act 2018.

Our full Practice Privacy Notice can be accessed at: www.roselandsurgeries.co.uk/policies/privacy-notice/ or a copy requested from reception.

Home Visits

Routine home visits are at the discretion of the duty doctor and are carried out between 11:30am and 14:00pm. We offer home visits for the housebound and terminally ill. Wherever possible, we prefer to see patients in surgery where we have better facilities for examination and treatment on hand. If you require a home visit, please make your request before 10:30am.

Trainees and Medical Students

Roseland Surgeries is proud to be a teaching practice and occasionally trainee GPs and Medical Students may, as part of their training, be required to sit in during consultations with patients. You will always be asked to consent to this prior to your consultation. If you do not consent, they will not sit in on your consultation. We greatly appreciate our patients support.

Dispensary and Repeat Prescriptions

We are a dispensing practice. Patients who do not live within one mile of a pharmacy can obtain their medication directly from the surgery at all three sites by informing us of their preferred choice.

Repeat prescription requests can be made via the NHS app, or via SystemOnline. Requests can also be emailed to: prescriptions.portscatho@nhs.net. Alternatively, repeat slips are accepted by post, or by the repeat prescriptions box at each site. We cannot accept requests over the phone. Please allow at least 5 working days for your request to be processed before collection.

Prescription Delivery Service

We provide a free delivery service for to patients who are housebound. Please enquire with Dispensary for more information.