



Autumn 2019 PPG Newsletter

representing patient's views since October 2011 at Rosebank Surgery (Stroud Road, Gloucester. Severnvale Surgery Quedgeley and now Kingsway Health Centre, Kingsway, Quedgeley.



Did you know that all patients are welcome to join the Patient Participation Group? We meet with representatives from the Practice four times each year. We discuss the latest updates, plan our events & discover the latest updates from the Practice.

Rosebank Health- Computer System Change

What's happening?

In November, this practice will be moving to a new clinical system, during this time patients will unfortunately experience reduced services.

Why?

Many practices in Gloucester and Cheltenham use a clinical system called 'SystemOne'. This system will allow us to work collaboratively with other providers, such as hospitals and district nurses; this will help improve our patient care. SystemOne is an improved system with more functionality, for both patients and our staff.

This is a big change for Rosebank Health, please bear with us while the new system beds in. We would like to thank all our patients for their consideration to our staff during this change.

Disruption during implementation.

During implementation, the practice has limited access to systems; therefore, we are able to offer **urgent** appointments only. If you have any doubt that your condition is urgent please call the surgery. If you have a common condition such as a cold, cough, sore throat please visit your pharmacist for advice.

When will the change take place?

Monday 4th November to the go live date Tuesday 12th November.

Will the Surgery have to close?:

Opening times will remain the same however services will be reduced and speed of service will be reduced whilst the team familiarises themselves with the new system.

What about my Repeat Medication?:

We will be unable to process any routine repeats of medication between the 4th to 12th November, so please ensure you order any medication you may require in plenty of time. We will be issuing double supplies in advance if appropriate to minimise any disruption.

The Prescription Ordering Line (POL) and online ordering services will also not be available. You can still order your medication in person at reception or via your pharmacy.

We will be unable to send prescriptions electronically to your pharmacy during this period.

Prescriptions will need to be collected by your pharmacy or in person from reception.

Can I still use my online service for appointments and repeat prescriptions?

No, unfortunately you will have to re-sign up to our new online service after the 12th November 2019: If you are a current active user we will automatically sign you up to the new online service.

To contact the surgery: phone

Rosebank on 01452 543000 or Severnvale on 01452 720011 or Kingsway Health on 01452 543000

To contact the PPG: e-mail: ppg.rosebankhealth@nhs.net or leave a message in one of our surgery mailboxes.

If you have an Apple device you can download the app 'SystemOnline'

If you are a new user please complete the online registration form and provide a piece of photo id and something with your address on, if you do not have these please talk to us and we will help you sign up.

Can I register at the practice during this transition period?

We can accept registration forms during this period; however the registration cannot be processed between 1st November and 12th November. Registration forms will be processed as soon as possible after 12th November 2019.

For further information about SystemOne please see the following link:

<https://s3-eu-west-1.amazonaws.com/tpp-uk/4e96dcf6fa71cca47e97fe5406983a.pdf>

Testicular Cancer, the signs and symptoms Talk



Rosebank Health are hosting an informative talk on Testicular Cancer, the signs and symptoms and what to look out for. The event will be held at Kingsway Health Centre **October 22nd at 7pm**. More than 98% of men who get testicular cancer will be cured and, if every man were to follow the advice given at this event, then together we'd have the potential to boost the cure rate even more.

Spaces are limited so please telephone the practice on 01452 543000 to register your interest and confirm your place or alternatively speak to one of our receptionists.

Services for Sexual Health for those aged 13 to 19 years old.

Drop in : Free, Local, Confidential, Open Door Sexual Health Information and Support, Health Relationships, Condoms (C-Card), Pregnancy Testing, Chlamydia tests, and non judgemental guidance!

Dates for your Diary: 3.15pm to 5.15pm Thursday 24th October, 7th and 21st November, 5th and 19th December @ Severnvale Surgery, St James' Quedgeley GL2 4WD

UKULELE EVENING *At HARDWICKE VILLAGE HALL*

Sat 9th Nov 7.30 – 10.00 £5.00 Bring your own nibbles - Tea Coffee and Bar available.

In aid of Rosebank Health Surgeries at Severnvale – Rosebank and Kingsway

TEL 07749777743

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