

Patient Newsletter

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Welcome to the Spring Newsletter

Staff News: Dr Chase and Dr Fletcher will be completing their placements with us at the end of March and moving on to the next stage of their training. We now welcome Dr Wells and Dr Riley in April.

We also welcome our new Salaried GP, Dr Tinashe Hwara, who joined us in February.

Dr Sarah Lumley will be going on Maternity Leave at the beginning of June.

New Phone System / Triage Process

We are pleased to inform you about some improvements we've implemented to enhance access to services at Rosemary Medical Centre.

To help manage long wait times on the phone, we now offer a call-back system. If you are experiencing a long wait in the queue, you will be offered the option of a call-back. Your position will be held in the queue and once you reach position 1, our Receptionist will call you back.

Additionally, we are updating the way appointments are arranged to ensure you are directed to the most appropriate service or treatment for your condition or concern, within a suitable timeframe. Our Reception Team has been trained to follow clinical guidelines to guide you towards the best service, which may not always require an in-surgery appointment.

We kindly ask for your patience and understanding as we transition to this new process, which is designed to ensure all patients receive care tailored to their specific needs.

One Appointment; One Problem

It may be tempting to bring a list of concerns when you attend your appointment but please consider what is achievable in one 15 minute appointment. Appointments are booked based on the information you provide to our Receptionists. Too many problems can distract the clinician from dealing with your main concern, whilst also leading to delays for other patients. Please remember 'one appointment, one problem'. Thank you.



Surgery Closures March to May

We will be closed for Mandatory Training on:

Thursday 10th April: 3.30pm - 6.30pm

Thursday 15th May: 3.30pm - 6.30pm

Joke Corner!

Question: What blood do you give to a pessimistic person?

Answer: B Positive!



Bowel Cancer Screening Programme

Dorset Bowel Cancer Screening Programme has now completed an age extension. Everyone aged 50 up to 74 will receive a testing kit every 2 years through the screening programme.

Bowel Cancer is the UK's fourth most common cancer but if diagnosed at the earliest stages, Bowel Cancer is treatable and curable. Catching Bowel Cancer early reduces your chances of getting seriously ill or dying.

You'll automatically be sent an NHS Bowel Screening Kit when you become eligible. It's the most important post you'll receive, so don't ignore it. Regular screening can detect early signs of Bowel Cancer, even before symptoms appear, so make sure you return your NHS Bowel Screening Kit when you become eligible.

Completing the Bowel Cancer screening kit is easier than you think. It can be completed in the privacy of your own bathroom using the simple step by step instructions on the box.

If you've received a Bowel Cancer screening kit through the post, don't forget to send it back. Your next poo could save your life!

To find out more, search: 'NHS Bowel Cancer Screening'



Cervical Smears

NHS cervical screening is offered to women and people with a cervix between the ages of 24.5 and 49 every three years. For those between the ages of 50 and 64, screening is offered every five years. It is very rare to develop cervical cancer if you are under the age of 25 or over the age of 64, if you have had regular cervical screening.

Symptoms of cervical cancer: low back pain, pain during sex, bleeding during or after sex or between periods, post-menopausal bleeding, unusual discharge. If you have experienced any of these symptoms you should contact your GP.

Our Cervical Screening Clinics are held on Saturday mornings. If you are overdue for your cervical screening please contact us to book an appointment, or if you have any worries or concerns regarding screening, please ask to book a telephone consultation with one of our Practice Nurses who can discuss the process with you and put your mind at ease.

For further information about cervical screening, please visit www.nhs.uk/cervicalscreening

Covid Spring Booster Campaign

The Covid-19 Spring Booster Campaign will begin in April. As usual eligible patients will be contacted directly by NHS England. The vaccination Hub will be at Poole Ferry Port.



Are your Contact Details Up to Date?

Please let us know if you have recently changed your telephone number, mobile, or email address so that we can update your medical records.

It is more important than ever with telephone triaging, eConsults, text messages and emails that we send out to our patients, to ensure that we have your correct contact details.

This can be done very easily via the 'update your details' section on our website.