

Patient Newsletter

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Summer 2025

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Welcome to the Summer Newsletter

Summer has arrived! Please remember to take care in the sun by wearing a sun hat and sunscreen.

Staff News: Dr Fiona Tenters sadly left us at the end of May to move on to 'pastures new'. We wish her all the best in her new role.

Healthier Together Website

There is a new and improved Healthier Together website which was launched in May. You are now able to access their comprehensive health resources and information at their new, streamlined URL:

www.healthiertogether.nhs.uk.

This new platform has been designed with a strong focus on futureproofing, ensuring it remains a robust and adaptable resource for years to come, capable of evolving with the needs of the service users and the digital landscape.

Only Order the Medications You Need - New Campaign for 2025

The second year of the campaign encourages Dorset residents to check their medication at home before placing a new order; reducing waste, improving safety and helping to protect NHS resources. We want to remind people how important it is to check what medicines they have at home before placing their repeat prescription order. Repeat prescriptions cost the local NHS around £10 million a month, and we know that a significant proportion of these medicines go unused.

Patients are advised to:

- Check your medicines before ordering repeat prescriptions.
- Only order what you need - even if it's on your repeat list.
- Speak to your Pharmacy if you have questions or need support.
- Return unused or out-of-date medicines to any Pharmacy for safe disposal.



With the support of our people and communities, we can reduce medicine waste, prevent supply pressures, and ensure the right medication is available for those who need it most.

Thank you to the many people who already do this – your small actions make a big difference.



Surgery Closures June - August

We will be closed for Mandatory Training on:

Tuesday 17th June: 3.30pm - 6.30pm

Joke Corner!

The Doctor told his patient:

"you have acute appendicitis".

The patient replied:

"is that better than an ugly one?"



Women's Health

Find the support you need on the Dorset Women's Health website. This site has been developed locally with Dorset women and is supported by NHS Clinicians. The site has early help and self-help about priority areas for women and girls to help make informed choices about their wellbeing.

The site talks about sexual health, fertility, pelvic health, cancer, menstrual health, pregnancy, mental health, contraception, prevention and protection, menopause, gynaecology and breast health. Along with stories from other women.



INFORMATION FOR ALL:

While within this website they refer to 'women' and 'women's health' to reflect the language used in the Women's Health Strategy for England, they recognise that some people who do not identify as women also require access to the information and services mentioned. These groups will also have specific needs. This may include people who are transgender, intersex, non-binary or who have variations in sex characteristics.

People should feel safe to access information and services to support their health and wellbeing, free from stigma or discrimination, regardless of the sex they were assigned at birth or their gender identity.

Please visit the website for more information: <https://ourdorset.org.uk/women/>

Please Be Nice to Our Receptionists

The Institute of General Practice Management presents a new public-facing campaign, asking patients to consider the mental health and wellbeing of reception teams, and think about how they may be impacted by the call they just took. In a recent survey of Managers 80% reported that their Receptionists suffered abuse over the telephone every single day, sometimes more than once.

Please treat our reception team with kindness, you don't know what happened on the call they just took.



Receptionists are not 'just admin', they are patient advocates navigating complex systems to get people the care they need. They are the gateway to the clinical team, and without them there is no access. However constant abuse is pushing them to breaking point and skilled staff are being lost as they can no longer absorb the emotional toll.

Patient expectations are getting harder to manage and the patients' desire of an immediate service leads to increased frustration and abuse aimed at staff who are only trying to help.

90% of contacts in the NHS happen every day in General Practice and that starts with speaking to the GP Reception Team. These staff hear things on a daily basis that would break most peoples' hearts and the emotional weight of patients' stories is heavy. They are doing their best to help people in need, but sadly too often they are met with hostility from patients who don't understand the integral, difficult role they perform.

This campaign aims to educate patients on the complexity of the role, the emotional burden it brings with it, and encourages patients to support our front-of-house staff who are just trying to help.

Please feel free to watch this video on YouTube: <https://www.youtube.com/watch?v=XrIETspRMIA>

Thank you for reading this, and please remember to be nice to our Receptionists - thank you!

