

Patient Newsletter

Issue 44
Winter 2020

ROSEMARY MEDICAL CENTRE
2 Rosemary Gardens, Parkstone, Poole BH12 3HF
Tel: 01202 723372
www.rosemarymedicalcentre.co.uk



Welcome to the Winter Newsletter



The Doctors and Staff would like to wish all of our patients a very happy and healthy New Year as we enter into a new Decade!

There are new times, new days, new moments waiting for you. May these next 365 days light up your life!

We would also like to thank everyone who kindly brought in Christmas cards and gifts for the staff, these were very much appreciated!

Staff News:

We welcome our new GP Trainee, Dr Alistair Parker-Rees-Fernandez who will be with us for his 4 month placement.

Flu Jab Reminder!

Have you had your flu jab yet?

There is still time to have your flu vaccination.

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children, and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

If you are aged over 65, or under 65 with a long-term condition or are pregnant, we recommend you contact Reception to book an appointment for a flu jab.



Book Club Donations

Thank You!



A very big 'Thank You' to everyone who has bought our second-hand books

which are available in both our Waiting Rooms for a donation of 50p per book.

Since January 2019 an amazing total of £400 has been raised which has gone towards purchasing new equipment to help us provide the best possible service for all our patients.

If you have any books that you would like to donate they will be gratefully received by both ourselves and our patients!

Thank you again.

Surgery Closures January to March

The practice will be closed for Mandatory Training on:

- ◆ Wednesday 15th January 3.30pm to 6.30pm
- ◆ Monday 9th March 1.15pm to 2.00pm
- ◆ Tuesday 10th March 1.30pm to 4.30pm

Please call NHS 111 if you have any urgent needs during these times.



Joke Corner!

Patient: Dr, I fell over a box of Kleenex and think I've broken my ankle.

Doctor: Don't worry, it's only soft tissue damage!

eConsult– Coming Soon- Keep Checking Our Website

eConsult is an online triage and consultation platform that will give patients much more flexibility in the way they interact with GPs. It will save you time as you may not need a trip to the Surgery, and your query may be resolved with a phone call. You will get continuity of care from your GP with the convenience of on-line access.

There will be medical advice 24/7 where you can check your symptoms and receive on the spot advice and treatment guidance thanks to NHS Choices content. You will receive a quick response and can access wherever and whenever you want from any device, and complete at a pace that suits you. You can also request sick certificates and test results without the need for an appointment.

All you need to do is answer some questions on-line and go from there! There is a short patient facing video which hopefully you will find of interest:-

<https://www.youtube.com/watch?v=tbg1AhkmZkU>

Domestic Abuse National Helpline

If you are experiencing domestic abuse, or worried about your Partner's behaviour, you can call the National Domestic Abuse Helpline run by Refuge, free and in confidence. The Helpline is open 24 hours a day, 365 days a year and answered by highly trained Advisors who will never tell you what to do or judge you.

Instead they will empower you to understand your options and support you to make decisions about the future. They can help you find a refuge place or other specialist services in your community, and they will support friends and family members who are concerned about somebody they know.

You can contact the Helpline on 0808 2000 247 or on-line at <http://www.nationaldahelpline.org.uk>

They will arrange a safe time for an Advisor to get back to you.

Europe's Biggest Patient Experience Survey on the NHS.

Around 2.2 million people aged 16 and over who are registered with a GP Practice in England will receive an invitation to take part in Europe's biggest patient experience survey in the New Year.

Most invitations will be sent by letter, but this year for the first time, the survey will pilot digital invitations so some people may receive an invitation by either text message or email.



Please take time to complete and return the survey if you receive an invitation. Your feedback will help the NHS to identify what is working well and what can be improved.

HELP US HELP YOU

STAY WELL THIS WINTER

Catch it. Kill it. Bin it.

Cold weather can be seriously bad for your health. That's why it's important to look after yourself, especially during the Winter. If you start to feel unwell, even if it's just a cough or a cold, don't wait until it gets more serious. Seek advice from your Pharmacist.

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu, use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap, and bin used tissues as quickly as possible.

Practicing good hand hygiene is the best defence against viruses.

Stay well this Winter!

Electronic Prescribing Improvements

On February 5th we are 'going live' with Phase 4 of the Electronic Prescribing System. If you already have a Nominated Pharmacy then nothing will change. However if have not yet chosen a regular Nominated Pharmacy, then instead of receiving a green paper prescription signed by your Doctor, you will receive a Token with a bar code on it.

You can take this Token to any Pharmacy of your choice, as with your paper prescription, and the Pharmacy will then scan the bar code and obtain your prescription electronically from where it has been stored.