

# Patient Newsletter

Issue 5  
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ROSEMARY MEDICAL CENTRE  
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**On behalf of all of the Doctors and staff at Rosemary Medical Centre may we wish you all a happy, prosperous and, above all, healthy 2010.**

We should like to thank everyone for their kind Christmas wishes, Christmas cards and kind Christmas gifts which have been greatly appreciated by all the staff. In addition, we should especially like to thank all of the patients who have kindly made cash donations to our equipment fund during 2009 (more about that later in this issue); your generosity, especially during difficult times is greatly appreciated.

March saw the launch of our brand new website:

**[www.rosemarymedicalcentre.co.uk](http://www.rosemarymedicalcentre.co.uk)**

Updated regularly and packed with useful information, it is crammed full of useful information about the practice and helpful health tips and links to other NHS and non-NHS services.



Launched in April, patients can now order their repeat prescriptions online via our website. Simply logon to the above website and follow the simple online instructions. Your prescription will be ready to collect within 2 working days.



Although Swine Flu (H1N1) has not turned out to be the virulent disease the government predicted, it still remains a very serious condition for a small minority with approximately 200 deaths occurring mainly in the young.

As directed, we have now invited all of our patients on an "at-risk" register, immuno-compromised patients and pregnant women to attend a specific swine flu vaccination clinic. The government has now directed that we invite all children between 6 months and under 5 years of age to be vaccinated and our first clinic is planned for Wednesday 13th January and is by prior appointment only.

## Staff changes during 2009.....

Dr Alex Johnstone joined the practice as a partner on 1st January 2009, taking over from Dr Lovejoy who retired the previous year. Dr Sarita Alner joined us in April on a 6 month contract as cover for Dr Jo Wisely whilst she was on maternity leave. We are now very pleased to announce that Dr Alner will be joining us again (from 18th January) for a further 6 months, this time as maternity cover for Dr Sue Garland.

Nurse Sandy retired in July after 5 years of service at Rosemary Medical Centre and a lifetime of service to the NHS. I am sure you will join us in wishing Sandy a very happy and deserved retirement. Taking over from Sandy is Nurse Emma who joined us in October. Emma is an experienced practice Nurse currently specialising in childhood vaccinations and asthma management. We are very fortunate to have Emma and I am sure you will join us in welcoming her to the practice.

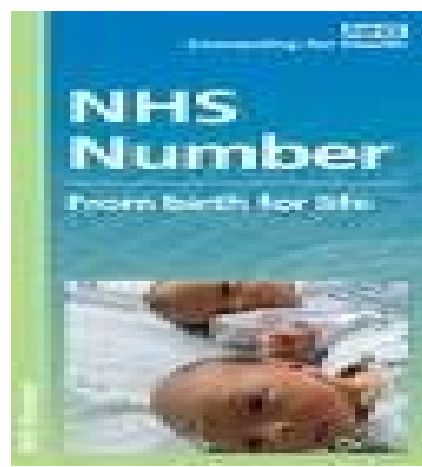
Our Admin Manager, Maureen, also retired in July after 20 years of loyal service to the practice. This vacancy was filled within by Sue and we have employed a new receptionist, Denise, to fill this void.

We are very pleased to announce that Sister Sarah has passed a 2 year Bsc with Honours to become an Advanced Nurse Practitioner; this



being on top of her 3 years of training to become a registered Nurse, followed by a further 2 years of post graduate training to become a District Nurse. Sarah is currently half-way

through an intensive training course to obtain her independent & supplementary prescribing qualification which will allow Sarah greater autonomy in diagnosing and prescribing.



### Do you know your unique 10-digit NHS number?

The government has decided that everyone should know their unique 10-digit NHS number and be ready to use it in all communications when accessing primary and secondary care services. You will find your number on your repeat prescription forms and it will be used in all letters. If you are in any doubt, please

ask at reception next time you visit and be sure to write it down in a safe and convenient location.

Thank you to everyone who has taken the trouble to



submit suggestions / ideas in our suggestions box located in the downstairs waiting room by the entrance to the conservatory. There appears to be a common theme developing with a number of you suggesting the same thing; namely the installation

of a television or radio. However, an equal number of our patients are against this idea and so in the interests of fairness we have decided, for the time being, not to install a television in the practice.



We are very pleased and proud to announce that Rosemary Medical Centre became a training practice in August. Under the tutelage of Dr Alex Johnstone the practice will now pay host to trainee medical students from Poole Hospital.

This means that you will play a vital part in the training and development of our Doctors of the future. However, it is important to reiterate that your welfare and safety will not be compromised; in fact, quite the opposite, as you will benefit from a longer consultation period with a trainee and your consultation, treatment, etc will be closely monitored by a Partner.

The Doctors and staff would like to say a special thank you to those patients who very kindly supported us during 2009 by making financial donations to our patient equipment fund. We also appreciate that many of you donated funds at a time of personal bereavement; which makes it even more poignant that you should be thinking about us at a time of great sadness. Our heartfelt thanks are extended to you all. Your generosity during 2009 has allowed us to purchase the following essential items: An ECG machine (heart monitor), an Audio machine (hearing monitor), 2 Blood Pressure cuffs, 2 Spirometry machines (for measuring your lung capacity), 2 Ophthalmic instruments (eyes), 3 Stethoscopes and 1 Tuning fork.



Patients **can** make a routine appointment up to 2 months in advance to see either a GP or Nurse. Any patient requiring urgent medical attention can **always** be booked into our telephone triage system where the "Duty Doctor" or Nurse Practitioner will call you back to evaluate your condition and recommend the next course of action.

In addition, patients can also call NHS Direct on 0845 4647 or visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for minor illnesses such as, soar throats, colds, etc.

However, please remember, all patients with life threatening conditions must still call 999 immediately.

**NEW FOR 2010...** We are continuing with our commitment to expand our clinical capabilities and are in the process of creating additional consultation rooms on the 1st floor. To assist our disabled patients, we will also be installing a platform lift to the 1st floor and will upgrade the front entrance approach with a touch-button operated automatic door and new streamlined lobby area for wheelchair users. Work will commence in January and will take approximately 10 weeks. Access for a period of time will be via the back entrance. We apologise in advance for any inconvenience caused.