

# Patient Newsletter

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**ROSEMARY MEDICAL CENTRE**  
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## Staff

In August, our new Registrar Dr Stanley and F2 Dr Emily Fleming started. Dr Stanley is with us for a year and Dr Fleming 4 months. We would like to congratulate Zoe, our Healthcare Assistant on completing her Level 3 QCF.



## It's that time of year...have you booked your flu vaccination?

As the 'flu season approaches so does our vaccination programme which will be begin in September. We will be running 2 major Saturday morning clinics on 23rd September and 7th October: please book as soon as possible.

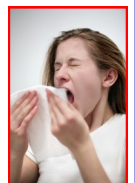
All those entitled to free 'flu vaccination are also entitled to free pneumonia vaccine - a single dose gives life-long protection - you will be offered this at the same time.

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.

Studies have shown that the flu jab will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

There is also evidence to suggest that the flu jab can reduce your risk of having a stroke.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. So new flu vaccines are produced each year which is why people advised to have the flu jab every year.



## Opening Times September 2017 - November 2017

The practice will be closed for Mandatory Training on:

- Thursday 19th October 3.30 - 6.30pm
- Wednesday 15th November 1.30—4.30pm

Please call NHS111 if you have any urgent needs during these times.



## Travel Vaccinations

Please be aware there is a global shortage of Hepatitis A and Hepatitis B vaccinations.

Public Health England have produced some guidance on prioritising high risk cases and the nurses will be making assessments according to this guidance and prioritising cases accordingly.

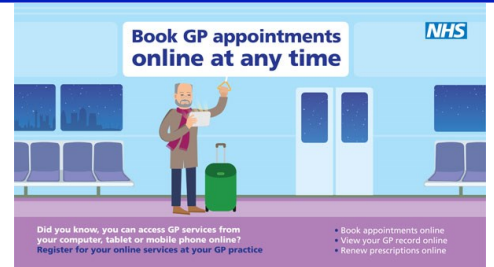
We will do everything we can to ensure all our patients are vaccinated as recommended but please be patient if your appointment needs to be cancelled at short notice due to availability of the vaccine.

## Online Access for Patients

Did you know that since April 2015, you don't have to wait on the phone to speak to your GP surgery? Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- Book and cancel appointments with your doctor or nurse online, when it suits you.
- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person like you do now. You can also still request your full printed records from your surgery which there will be a small charge for.



## Dementia Friendly Practice

We are delighted to have completed our Dementia Friendly training and we are now approved as a 'Dementia Friendly Practice'. A big thank you to Derek Arnold and Sue Blair for leading on the work. All our staff have had Dementia training which has applied learning directly relating to general practice, with discussions of real life case studies of patients. As a Dementia Friendly Practice we have:

- Accessible appointments
- Improved patient and carer experience
- Improved teamwork
- Improved clinical consultations
- Improved care planning
- Improved quality of life for our patients



## Book Club Money

A big thank you for all of you who contribute to our Book club. The money we collect for our second hand books contributes towards various equipment and maintenance for the surgery.

Last year we spent money on new car parking lines for the car park and various equipment to make our practice 'Dementia Friendly'. This included new colourful toilet seats and improved signage around the practice. A big thank you for Nicky, one of our receptionists who restocks the books and collects the money.

## Community Over 75s Service

We have a very experienced Community Practice Nurse Prescriber, Derek Arnold, running our enhanced care service for frail patients, especially those at particular risk of hospital admission.

This includes home visiting for those patients who are housebound or particularly vulnerable. Please speak to a receptionist if you would like to contact Derek.

On a Monday morning, Derek also runs a chronic disease management clinic where if you are over 75, he can undertake your annual Diabetes or COPD review. Please book an appointment through our receptionist.

