



OUR COMMUNITY IN NUMBERS JANUARY-MARCH 2026



Practice Updates

We are pleased to welcome Evie, Maisie, Amy & Jodie to our reception & admin teams. They have already settled in well & we are pleased to have them supporting patients & the wider practice team.

As spring arrives, we are continuing to make positive improvements to how patients access our services. Thank you for your support & kindness, we are proud to care for our community & will keep you updated on any further changes.

Bank Holiday Opening

The surgery will be closed on:
Good Friday, Friday 3rd April
Easter Monday, Monday 6th April,
May Bank Holiday, Monday 5th May
Spring Bank Holiday, Monday 26th May.

We will reopen as normal the following working day.

If you need medical help when we are closed, please contact NHS 111 or 999 in an emergency.

Patient Participation Group (PPG)

Our Patient Participation Group is a team of patients, carers, and staff who meet regularly. If you'd like to join, please ask at reception.

What a PPG does

- Shares feedback on services & supports the practice with community engagement.
- Helps to promote health events & campaigns.

What a PPG doesn't do

- It is not a forum for personal complaints.
- It doesn't deal with individual medical issues.

Pharmacy First

Did you know your local pharmacy can now help with a range of common conditions without the need to see a GP?

Through the NHS Pharmacy First service, trained pharmacists can offer advice, treatment and, where appropriate, medication for minor illnesses such as sore throats, earache and urinary symptoms.

This helps patients get quick care while keeping GP appointments available for those who need them most.



Health & Wellbeing Focus – Spring into Healthy Habits

Move more - lighter days make it easier to enjoy walking, gardening or gentle exercise.

Refresh your routine - spring is a great time to reset daily habits and try something new.

Support good sleep - aim for 7-9 hours each night to help energy, mood and concentration.

Look after your mental health - take time to relax, connect with others & enjoy things you like.

Stay hydrated - drinking enough water supports overall health and helps you feel your best.

Keep on top of routine health checks - responding to screening invitations and reviews helps prevent problems later on.

Diabetes Clinics & Reviews- Nurse Update

Victoria is the Diabetes Nurse at Wareham Surgery, supporting adults living with diabetes through regular clinics and personalised reviews.

She provides tailored care plans, reviews medications, checks blood pressure and weight, carries out foot assessments, and supports patients with lifestyle advice to help manage their condition confidently.

Victoria also reviews blood results (including HbA1c), discusses goals with patients, and works closely with the wider clinical team to ensure care is coordinated and up to date.

Her role focuses on empowering people to take control of their diabetes, reducing the risk of complications, and improving long-term health outcomes within our community.

Patients who are due their annual diabetes review will be contacted directly by the surgery.

Did you know? Regular diabetes reviews help monitor your blood sugar, blood pressure and overall health, reducing the risk of long-term complications.



Vaccination Reminders

Childhood Immunisations

Given from 8 weeks onwards and throughout childhood to protect against serious illnesses. Parents are encouraged to check their child is up to date.

Shingles Vaccine

Available to adults aged 70-79, and to some people aged 50 and over with a weakened immune system.

Pneumococcal Vaccine

Offered to adults aged 65 and over, and to younger patients with certain long-term health conditions.

NHS Travel Vaccinations

We provide NHS-funded travel vaccinations where eligible. If you're planning to travel, please contact the practice early to allow time for appointments.

If you're unsure whether you are due a vaccination, please contact us and we will be able to advise.

Reducing Missed Appointments (DNAs)

Every day, a number of appointments at the surgery are missed because patients are unable to attend and forget to cancel. These are known as DNAs (Did Not Attend), and unfortunately, they mean appointment time is lost that could have been offered to another patient who needs care.

We understand that plans can change, and if you're unable to attend your appointment, please let us know as soon as possible so it can be offered to someone else.

Appointments can be cancelled quickly and easily by phone or via text reminder links where available.

A Day in the Life of a Receptionist at Wareham Surgery

Our reception team are often the first people patients speak to when contacting the practice, and no two days are ever the same. From the moment the phones open, receptionists are managing a high number of calls, messages and requests, all while welcoming patients at the front desk.

Throughout the day, the team help book appointments, process repeat prescription requests, pass urgent messages to clinicians and support patients with online services. They also help ensure requests are directed to the most appropriate clinician, which may mean asking a few questions – this helps the clinical team prioritise care safely and effectively.

Behind the scenes, receptionists work closely with GPs, nurses and the wider practice team, keeping things running smoothly and ensuring important information reaches the right person at the right time. They often juggle multiple tasks at once, remaining calm, professional and compassionate, even during very busy periods.

Our reception team play a vital role in supporting patient care and are always doing their best to help. We are incredibly grateful for their hard work, patience and kindness, and we thank our patients for treating them with the same respect and understanding.

Did You Know?

Receptionists are trained to ask questions about your request so it can be directed to the most appropriate clinician as quickly and safely as possible. This helps urgent problems be prioritised and ensures you receive the right care, first time.

“We ask a few questions because we care about getting you the right help, at the right time.” Reception Team

OUR RECEPTION TEAM ANSWER OVER 650 PHONE CALLS A WEEK