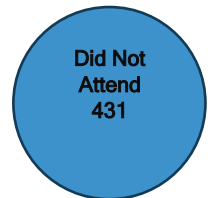
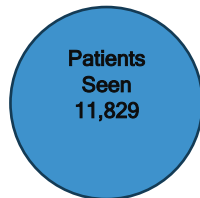
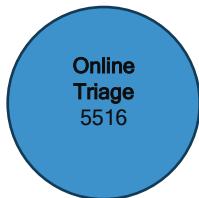




## OUR COMMUNITY IN NUMBERS MARCH - MAY 2026



### Practice Updates

Dr Bennett, one of our longest serving GPs who has cared for generations of local families, will be reducing his clinical sessions over the coming weeks and will no longer hold a personal patient list. Dr Bennett will continue to be part of our clinical team. We are pleased to welcome Dr Stella Mwaura to Wareham Surgery. We are delighted to have Dr Mwaura joining the practice team and supporting patient care within our community.

### Bank Holiday Opening

The surgery will be closed for the summer bank holiday on Monday 31<sup>st</sup> August

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 – Stay Well This Summer

Stay hydrated - drink plenty of water throughout the day, especially during warm weather. Try to limit too many sugary drinks or caffeinated drinks  
 Protect your skin - Use sunscreen with at least SPF 30, wear a hat and seek shade during the hottest part of the day  
 Keep moving - take advantage of lighter evenings with walks, gardening, swimming or gentle exercise outdoors  
 Eat fresh & balanced meals - summer is a great time to enjoy fresh fruit, salads and lighter meals packed with vitamins  
 Look after your mental health - spending time outdoors, connecting with friends & family and taking time to relax can support mental health  
 Get enough rest - warmer nights can affect sleep, so keep bedrooms cool where possible and stick to a regular sleep routine

## Blood Tests with Our New GP Assistant

Meet Imogen who is currently training as a GP Assistant (GPA). Imogen is working closely with the clinical team to support patient care and help appointments run smoothly and efficiently

One of the areas Imogen is supporting with is blood tests and patient monitoring

Blood tests are an important part of monitoring and diagnosing a wide range of health conditions. They can help clinicians check things such as:

- Cholesterol levels
- Blood sugar levels
- Kidney and liver function
- Iron levels and anaemia
- Thyroid function
- Vitamin deficiencies

Patients may be invited for blood tests as part of routine monitoring, medication reviews or following a consultation with a clinician



### Screening Information

Screening can help detect health problems early, often before symptoms appear. Early diagnosis can improve treatment and long-term health outcomes. Please note that screening programmes are managed by dedicated NHS screening services, so any queries should be directed to the relevant number below rather than the surgery

#### Cervical Screening

Women and people with a cervix aged 25-64 are invited for regular smear tests to check for changes that could lead to cervical cancer. To book or rearrange an appointment you can book online via SystmOnline or the NHS App or contact us on 01929 553444

#### Breast Screening

Women aged 50-71 are invited for breast screening every 3 years to help detect cancer early. Breast Screening Service 01202 665511 option 2

#### Bowel Cancer Screening

Adults aged 50-74 are sent a home testing kit through the NHS bowel screening programme. Bowel screening helpline: 0800 707 6060

#### Diabetic Eye Screening

Patients with diabetes aged 12 and over are invited for annual diabetic eye screening. Diabetic Eye Screening 01305 602461

#### AAA Screening

Men are invited for abdominal aortic aneurysm (AAA) screening during the year they turn 65. AAA Screening queries: 01722 429174

### 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 the Triage Team at Wareham Surgery

Our Triage Team play an important role in helping patients access the right care, at the right time. Each day, the team process a large number of online requests and urgent queries submitted through SystmConnect, SystmOnline, and by telephone.

GPs clinically triage patient requests to assess the most appropriate next step based on medical need. This may include arranging an appointment, requesting further information, directing patients to another clinician or service, or providing advice.

The wider Triage Team support this process by managing requests, coordinating appointments, and ensuring important information is available to help patients receive timely care.

We encourage patients to use online requests wherever possible as this helps the team review information more efficiently and ensures requests are directed to the most appropriate clinician or service

Behind the scenes, the team work closely with GPs, nurses and other clinicians to help manage demand safely and efficiently. No two days are ever the same, and the team often deal with high volumes of requests while remaining calm, professional and compassionate.

### Did You Know?

Providing clear information when submitting an online request helps GPs assess your query safely and ensures you are directed to the most appropriate care or service.

"Our role is to help patients access the right care as quickly and safely as possible."  
Triage Team

**OUR TRIAGE TEAM PROCESS OVER 400 REQUESTS A WEEK**