PATIENT NEWSLETTER · WINTER 2026

Rosedean House Surgery

News, updates and thanks from your practice team

One Medicare

WORKING WITH THE NHS

Welcome to our winter newsletter. As we move into the winter months, we'd like to say thank you to all of our patients for your continued support, kindness and understanding. The whole team remains committed to providing safe, high-quality care, and to continuing to improve access to appointments and services for our community.

YOU SAID, WE LISTENED

Putting the human touch back into triage

We've listened to your feedback about our online triage. All urgent and non-routine requests are now reviewed and booked by one of our GPs or our Clinical Lead, not by AI triage, putting the human touch back into triage. The AI continues to book routine appointments and the online request system, still works the same.

By reviewing and booking urgent requests ourselves, and making better use of other services where appropriate, we've significantly improved the availability of urgent appointments, while making sure you see the right clinician at the right time.

These improvements are thanks to the hard work and flexibility of our Patient Navigation Team, Reception Team, Clinicians and wider practice staff, who have embraced new ways of working.

The encouraging early results

- All routine appointment requests successfully booked
- All urgent requests reviewed and actioned the same day
- More same-day appointments for those who need them most
- Fewer patients redirected to NHS 111

Thank you, too, for using Pharmacy First and other local services where appropriate. It helps us manage demand and keep appointments free for those who need them most. We'll keep monitoring closely, but these early results show how small changes and feedback can make a big difference.

USING NHS SERVICES WISELY

Thank you for choosing the right service

As winter brings extra pressure, thank you for using the wide range of NHS services across our community. It helps keep GP appointments free for patients with more complex needs.

Pharmacy First

Pharmacists can assess, advise and treat many common conditions without a GP appointment. The service expanded in 2026 to cover even more minor illnesses.

Physiotherapy

Self-refer for back, neck and joint pain, strains and sprains, with no GP visit needed and often quicker access to specialist assessment. **Scan the code to self-refer.**

Minor Injury Units

Cuts, sprains, minor burns, suspected minor fractures and sports injuries can often be seen sooner at your local Minor Injury Unit.

CONTINUED ON REVERSE SIDE

Meet the team

Jackie Garde-Evans

Clinical Lead & Advanced Clinical Practitioner

Jackie joined OneMedical Group just over 18 months ago as a remote ACP for Minehead Medical Centre and Rosedean. She now focuses solely on Rosedean and recently became Clinical Lead.

A nurse for 18 years, 16 of them in primary care, she provides clinical oversight, supports patient safety and mentors colleagues.

> ***Rosedean House is a fantastic practice with a truly dedicated team.***

Outside work, Jackie loves time with her three dogs and is training for the MoRun Half Marathon.

Vikki Tucker

Senior Health Care Assistant

Vikki has worked in healthcare for around 20 years and joined Rosedean around 15 years ago, after starting in a nursing home and training in phlebotomy.

Nearing completion of a Foundation Degree in Assistant Practitioner, she will soon train in NHS Health Checks.

> ***I have always been passionate about caring for people.***

A Cornwall local for 40 years, she's excited to welcome her first grandchild in February and loves walks with her dog, Rosie.

Helen Clements

Director of Patient Experience and Safety

A nurse since 2004, Helen began in community and district nursing and joined OneMedical Group in 2014 as an Advanced Nurse Practitioner.

In her national role, she is the group's Adult and Children's Safeguarding Lead, Freedom to Speak Up Guardian and Staff Wellbeing Champion.

> ***I want patients to feel heard, cared for and involved in shaping their services.***

Outside work, Helen loves animals, countryside walks with her dog and recently ran the Sheffield 10K.

Patient Engagement Clinics with Helen Clements

We know some of you have questions or concerns about the practice, from your own experience or from things you've seen on social media. We'd like to talk them through with you in person. Helen is holding Patient Engagement Clinics to listen, answer your questions openly and work with you to resolve any issues.

Book a face-to-face, telephone or video appointment by emailing patientfeedback@onemedicalgroup.co.uk

Patient appreciation

Your kind words and gestures mean a great deal to us. A few recent examples:

- **Chocolates dropped in for our Reception and Dispensary teams as a thank you**
- **More chocolates from a patient grateful for the care they received**
- **Thanks from a patient in Reception for an urgent appointment, seen quickly**
- **Praise for our friendly staff and the care one family has received over the years**

Become a patient partner

We're looking for 6–8 patients to help reshape our services: helping to identify projects, shaping options, testing changes and reviewing results.

We'd especially like to hear from people who face barriers such as digital exclusion, disability, communication needs, caring responsibilities or travel from a village, but everyone is welcome.

Meetings will be online and in person, at times to suit everyone. To join, email **patientfeedback@onemedicalgroup.co.uk** by **Wednesday 18 November** with a few lines about you and why you're interested, or visit/call Reception for a callback.

Stay well this winter

Take up your flu vaccine when invited, and use the NHS App to:

- Order repeat prescriptions
- Access test results
- Access NHS services online
- View parts of your record
- Manage appointments

Thank you for your continued support

- The Rosedean House Surgery Team

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