

28th JAN



Welcome to the 2nd Rosedean House Surgery Patient Newsletter!

As we approach the 1st of February, we want to share how excited we are to get started. This marks a significant step forward for Rosedean House Surgery, and we are looking forward to the opportunities it will bring for the surgery, and you, our valued patients.

In a commitment to ensuring a smooth transition and enhancing the quality of care you receive, this newsletter aims to provide updates and clarity on the changes you may notice after the 1st February. As well as answering some frequently asked questions.

Update on routine appointments

We can now book routine appointments again. Thank you for your patience. If you wish to book a routine matter or discuss results, please ring after 11am.

What is happening post 1st February?

After the 1st February transition day, we will begin work on making improvements to the patient experience at Rosedean House Surgery. We will be starting with new, welcoming signage and an improved telephone system which aims to make your telephone experience better.

Improved Telephone System – 12th February 2025

On the 12th February 2025 we will be improving the telephone system in light of recent feedback. Here's what this will mean for you:

- **The phone number will stay the same**
- **Average wait times:** Once the system is running for a period of time, it can provide you with estimated wait times based on previous averages.
- **Improved messaging:** Useful messaging will be added
- **Improved user experience**

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New Signage

After the 3rd of February you will notice some new signage to welcome all visitors and patients to the surgery. We hope this signifies the beginning of a new chapter for the surgery.

Frequently Asked Questions

We have noticed some comments online regarding the transition. Here are the answers to the two most frequently asked questions:

Q) Will the healthcare services still be free?

A) Yes, we are NHS Service Providers. All the care you receive through our practice is free of charge through the NHS, just as it was before.

Q) Will OneMedicare be making improvements to the services and patient experience at Rosedean House Surgery?

A) Yes, we are already underway with making several improvements to patient experience at Rosedean House Surgery starting with the signage and phone system. Please let us know what improvements you would like to see at Rosedean House Surgery. You can enquire about joining the local Patient Participation Group if you would like to represent patients and provide feedback.

Thank You

We want to thank each of you for your contributions and engagement throughout this process. We know change can be daunting, but you've been collaborative throughout the process. We would like to say thank you to the Patient Participation Group for their feedback earlier this month, it was invaluable as we prepare for this exciting next chapter. **WeAreOne.**

Get in Touch



If you have any questions or queries please contact Rosedean@onemedicalgroup.co.uk and we will aim to get back to you as soon as possible.