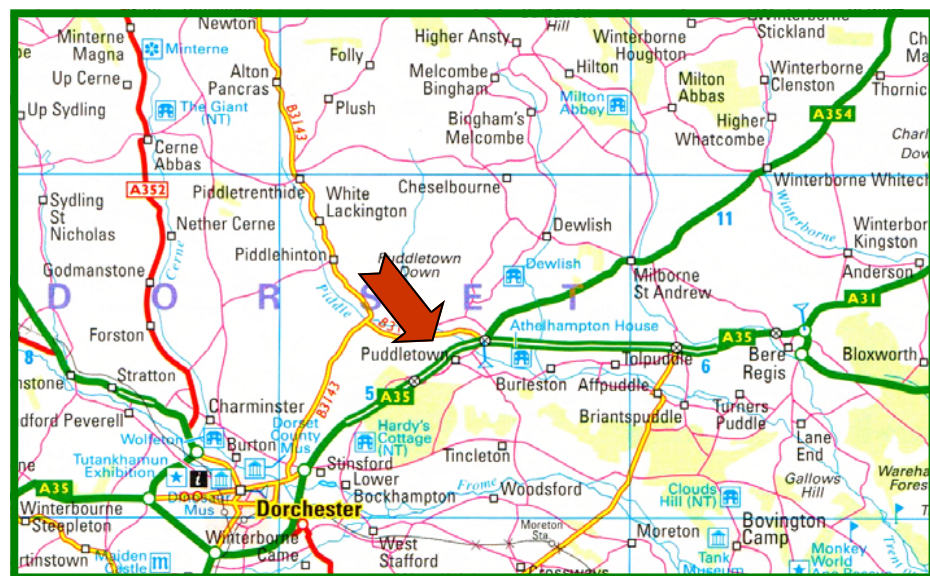
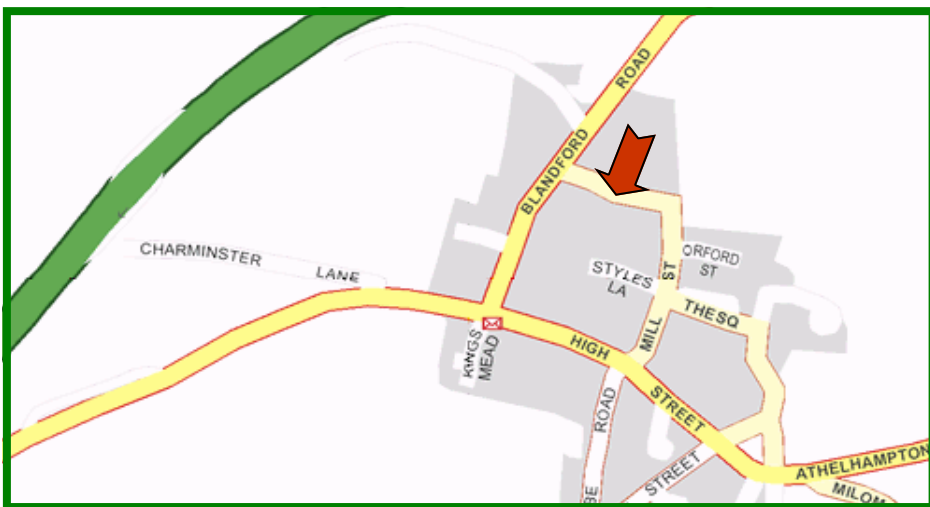


Surgery Location Maps

The Practice welcomes patients from Puddletown and surrounding villages, including Tolpuddle, Affpuddle, Briantspuddle, West Stafford, Woodsford, Moreton, Tincton, Bockhampton, Stinsford, Piddlehinton, Piddletrenthide, Alton Pancras, Plush, Dewlish, Cheselbourne, Melcombe Bingham, Ansty and Milborne St Andrew.



Puddletown Surgery

www.puddletownsurgery.co.uk

Backwater, Puddletown
Dorchester, Dorset, DT2 8SD

Tel: 01305 848333

Fax: 01305 848061



Dr Anne Boyle (MBChB DTM&H DCH DRCOG MRCGP)

Registered Manchester 1980

Dr Christopher Burnham (MB BS JCPTGP MRCGP)

Registered London 1999

Mrs Carol Taylor (PG Dip Mgt Health & Social Services)
Partners

Dr Jonathan Bond (BM MRCGP DRCOG)

(October 2009)

The Practice Team

Doctors: Dr Anne Boyle, Dr Christopher Burnham and Dr Jonathan Bond.

Practice Administration: Carol Taylor is responsible for managing the practice, supported by Zena Woodruff, Margaret Kelly and Alison Harley

Dispensers: Lynn Penman (BTech Pharm) Linda Vanhees, Alison Harley and Sally Lawton are able to advise you on your medicines.

Nursing Team: Wendy Whittingham (RGN), Nikki Heywood (RN), Ed Waldron (RN), Kai Knell (HCA) and Vikki Hargreaves (HCA) provide a full range of nursing services at home and in the surgery.

Receptionists: Zena Woodruff, Sandra Holland, Sally Lawton and Anna Davies are here to help you Monday, Tuesday, Wednesday, Thursday and Friday: 8.30am — 6.30pm. Saturday 8.30 am—11.00am.

Training: The surgery provides placements for Bournemouth University nursing students to enable them to gain practical experience.

Confidentiality: All our staff are bound by strict rules of confidentiality. Unless you request otherwise, information disclosed to any member of the practice team will only be shared with other members on a strictly need to know basis.

Puddletown Surgery Timetable from September 2009 - (01305 848333)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8.30 - 9.00	Doctor available by telephone					
Open Surgery 9.00-10.30 No appointment needed	Dr Boyle Dr Burnham HCA	Dr Burnham Dr Bond HCA	Dr Boyle Dr Burnham HCA	Dr Burnham Dr Bond HCA	Dr Boyle Dr Burnham HCA	9.00 - 10.00 Dr Boyle or Dr Burnham
Morning Clinics by appointment	Nurse	Nurse Citizens Advice Bureau	Nurse Counselling	Physiotherapy	Nurse Counselling	
3.30 - 4.00	Doctor available by telephone					
Afternoon Clinics by appointment	Nurse Counselling Midwife	Nurse Physiotherapy	Nurse Health Visitor	Nurse Chiroprody	Nurse	
4.00 - 6.15 Surgery by appointment	Dr Boyle Dr Burnham Nurse	Dr Burnham Nurse	Dr Boyle Nurse	Dr Burnham Dr Bond Nurse	Dr Boyle Nurse	

Patient Rights and Responsibilities: You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

NHS Direct: For further information about illnesses or medical conditions, including a self-help guide, or for further information about the NHS, contact NHS Direct on 0845 4647 or visit www.nhsdirect.nhs.uk.

Complaints, Comments and Suggestions: Our aim is to give you the highest possible standard of service. If you have any suggestions for improving the service given, please feel free to tell us.

If you are dissatisfied with the way you have been treated, you should let us know as soon as possible. Please contact the Practice Manager. A leaflet giving details of our complaints procedure is available at reception.

Simply contact the surgery to access these services which are provided on the premises

Child Health

Citizens Advice Bureau

Counselling

Disease Management

Health Checks

Minor Operations

Travel Immunisations

Support for Carers

Chiropody

Continence Assessment

Dietary Advice

Family Planning

Maternity Care

Physiotherapy

Well Woman Screening

Access for the Disabled: There is easy access for the disabled to the surgery from the surgery car park.

Office and Reception Hours: The Office and Reception are open: Monday, Tuesday, Wednesday, Thursday and Friday: 8.30—6.30 pm, Saturday 8.30—11.00

How to Register: Either present your medical card to the receptionist or complete a registration form at reception.

Making an appointment: You do not need an appointment to attend morning surgery. For an appointment to attend evening surgery, either book online at www.puddletownsurgery.co.uk or telephone during the office hours shown above. If you find you cannot keep your appointment please let us know.

Home Visits: If you are housebound or too ill to come to the surgery a doctor will visit you at home. Please ring to request a home visit before 10.00am (emergencies excepted). You may be asked for some information about your problem; this is so we can arrange our visits in order of priority.

Medical Advice: Visit www.puddletownsurgery.co.uk to submit an e-mail enquiry to your doctor. Alternatively a doctor is available to give telephone advice 8.30-9.00 am and 3.30-4.00 pm. Outside these times the doctors will call you back as soon as his or her arrangements permit.

Travelling Abroad: If you are going abroad, please arrange to complete a Travel Questionnaire and then see our Nurse, **at least 8 weeks before you travel**. She can advise you on the immunisations you require and arrange a schedule for carrying these out.

Accidents and Injuries: During our opening hours the Doctors and Nurses are happy to assess injuries and give advice. We can treat most minor trauma, including wounds which require stitching.



Emergencies: Telephone the surgery on (01305) 848333. A doctor will give advice or visit as soon as possible.

While the Surgery is closed: If you are unwell when the surgery is closed **telephone 848333**. Our recorded message transfers you directly to the Urgent Care Service who will take details of your condition and pass these on to a doctor. In cases of accident or extreme urgency you may be advised to ring 999 and request an ambulance. For general medical information, advice or reassurance, ring NHS Direct on 0845 46 47.

If, for any reason, you find you are unable to get through to the practice out of hours and need to call the **Urgent Care Service** directly, ring **0845 600 10 13**

Health Checks: If you are newly registered with the practice you are encouraged to attend for a health check within six months of your joining.

If you have been registered with the practice for longer, but have not attended within three years, or are over 75 and have not attended within one year, you are encouraged to attend for a routine health check

Change of Address/Personal Details: Please notify the receptionist as soon as possible of any change in your name or address in case we need to contact you urgently.

Friends of the Practice: Sue Brazier co-ordinates a team of volunteers in the community who are available to help by visiting the elderly/housebound, sitting to relieve carers, shopping, providing transport to surgery appointments, etc. If you are interested in becoming a Friends of the Practice volunteer or receiving help, Sue can be contacted at the surgery

The Dispensary

Opening hours: The Dispensary is open: Monday, Tuesday, Wednesday, Thursday and Friday 8.30am - 6.15pm, Saturday 8.30am - 11.00am.

Prescriptions: We are a dispensing practice. If you live more than one mile from a chemist, we can supply your medicines

Repeat Prescriptions: If your doctor wants you to have a repeat prescription, please allow two full working days before you need it. Requests may be made on our website - www.puddletownsurgery.co.uk by fax, post or in person. If you prefer to order your prescription by telephone, you may leave a recorded message on the dispensary's 24 hour direct line - 849329.

Urgent requests for medication: If you find you have run out of medicine and need to place an order urgently, please telephone 848333.

Unwanted Medicines: If you have unwanted medicines at home: tablets, capsules or liquids, please return these to the dispensary.