



Puddletown Surgery

Newsletter Autumn 2009

Swine Flu

I'm sure you are aware that the government plans to mount a vaccination campaign that will reduce the impact of swine flu or H1N1 virus. This should be available in the autumn. The government aims to achieve universal vaccination, but because the vaccine will have

to be delivered over time, the DoH will be advising us about groups to be prioritised. When available, information will be posted on the website at www.puddletownsurgery.co.uk/latestnews and in leaflet form on the reception desk.

Flu Clinics 2009

This year we won't be sending out individual letters to invite you to attend for your 'normal' flu vaccination. If you are aged over 65 or suffer from an illness such as asthma, diabetes or coronary heart disease, you are strongly advised to have a flu vaccination - and a Pneumococcal vaccine if you haven't had one of these before.

Following DoH guidelines, in the first instance flu vaccinations are offered only to those who are over 65 years of age or who suffer from a chronic disease, and their carers. Those people who are less vulnerable and fall outside these criteria are welcome to have a flu vaccination after those at risk have been covered; from 16th November 2009.

Flu clinics will start on Monday 5th October. The dates and times of clinics are in leaflet form on the reception desk, in your local Parish Magazine and on our website [www.puddletownsurgery.co.uk/latest news](http://www.puddletownsurgery.co.uk/latestnews).

These are open clinics, no appointment is needed.

Staff Changes



We are sad to report that Jean Carter, our Nurse Practitioner, no longer works here. Jean started in 2004 when we had high hopes that a Nurse Practitioner service would be popular with our patients. However, as the years have gone by, the service has not taken off, despite efforts to promote it. Much of Jean's time was taken up in routine nursing procedures. Those of you who consulted with her will know what a good and caring service she gave, and we are very sorry to have lost such a vibrant member of our team.

In order to offer more GP consulting time, we are delighted that Dr Jonathan Bond has agreed to take on an additional evening surgery, so that he can now be seen on Tuesday and Thursday mornings *and* Thursday evening by appointment. He will also continue to provide locum cover for Dr Boyle and Dr Burnham's holidays. Dr Bond is becoming a very popular GP, liked for his caring, calm and patient manner.

Di Shorto very sadly decided it was time to retire and left us at the end of July. She has been working with us for many years and was well loved by patients and staff alike.



Staff Changes (continued)

Ed Waldron, a newly qualified Primary Care Nurse, is joining us for a fixed period from 1st August. By the time you receive this newsletter we will have completed the process of recruiting for a second Health Care Assistant, (Janet Read being the first) who will run the open morning surgeries in the Treatment Room.



Carole Ryall, one of our finest receptionists, also retires at the end of August. Carole is known in the team as a stickler for detail and has supported Zena in the smooth running of our reception team. Carole is replaced by Anna Davies, whom we welcome to our surgery.

We are also sorry to learn that Jill Westropp plans to leave us at the end of September to move on to pastures new. Jill has been at the centre of care to our patients in the community for many years and latterly also a fine treatment room nurse. Her loss will be felt most keenly by those of you whom she sees at home and by all of her friends here at the surgery.



New Nursing Timetable

Morning Open Nurse clinics are now taken by a Health Care Assistant (HCA). Procedures carried out by the HCA in Open Morning Surgery include:

- Blood tests, urine tests
- Measurement of blood pressure
- Measurement of height and weight
- ECG recordings
- Supplying equipment (eg crutches) to patients and instruct on safe use
- Simple Stitch removal

Appointments may be booked in the morning with the HCA for:

- Ear Care
- Simple dressings
- New Patient Health Checks

Other nursing procedures will be done by appointment, either in the morning, afternoon or the evening. These include:

- Immunisations
- Diabetes care
- Respiratory care (COPD, asthma, spirometry)
- Wound management/complicated dressings
- Weight management
- Cervical screening
- Warfarin Dosing
- Stitch removal and post-operative care
- Travel advice and immunisations
- Smoking cessation support

continued / - - - -

New Nursing Timetable (continued)

If uncertain, please ask at reception.

If you would like to comment on the new arrangement of our nursing, please feel free to contact me either by phone on 01305 848333 or by e-mail to carol.taylor@gp-J81616.nhs.uk. Thank you.



Friends of the Practice seek volunteer drivers

You may be aware that the Surgery provides a transport service, through its 'Friends of the Practice' volunteer drivers, for patients who are unable to drive and have no other means of travelling to their appointments. The service is greatly appreciated by the patients who use it and the Doctors and clinical staff at the surgery.

It ensures that our patients can make and attend appointments in a worry-free way which allow us to deliver the best possible

care.

If you are a fit and healthy driver, spend some of your weekdays at home, and feel that you may be able to help with occasionally driving patients to the surgery, our Friends of the Practice Coordinator, Sue Brazier, would be very pleased to hear from you. (The transport requests are usually approximately once a week, at a time to suit you, and travelling expenses are paid to all drivers).

New Puddletown Surgery



The new surgery project is moving forward quite rapidly now and we hope that building will start in the final quarter of 2009, with completion in late spring or early summer 2010.

'MEN ONLY!' PATIENT EDUCATION SESSION

As part of an occasional series of talks about things medical that would be of interest to patients, the surgery recently held a 'Men Only' evening. Dr Burnham was the speaker, ably backed by nurses Jill and Di.

We men are slower to trot off to the doctor than our women-folk, we are constantly told – which isn't always a good thing. Explanations were given about matters such as prostate, strokes, heart attacks, obesity and the like, and some things I'd not heard of before. Regular self-examination for lumps and bumps was strongly advocated.

I think these evenings are a real bonus. I always learn a lot – not difficult in my case – and can only benefit from them. In a practice of some 3,800 patients about 40 of us blokes attended. The staff were pleased with the turnout, but I couldn't help thinking a lot more patients would have benefited from attending.

What is more important than health?

Peter Bishop

Confidentiality in the Dispensary

Earlier this year we got our knickers in a bit of a twist in trying (and failing!) to explain that, for reasons of confidentiality, dispensers should not be offering medications that have been ordered by other members of your family.

Hitherto, when one member of a family called in to collect their repeat medication, the dispensers

would have helpfully additionally offered you the opportunity to take your husband or wife's medicines as well. Clearly this **IS** a breach of their confidentiality, so now you simply need to ask, "Could I have my husband's as well?" No big deal; so we are sorry to have caused consternation over this!!!

Order repeat prescriptions and book appointments online at www.puddletownsurgery.co.uk

Have you visited our website yet?? As well as keeping you up to date with the latest health care news, general information about the practice and the services we provide it is also very easy for you to order repeat prescriptions and book on line appointments. We hope you will all want to "log in" and start using these facilities – just ask at reception for your PIN number to get started.

Contacting you.

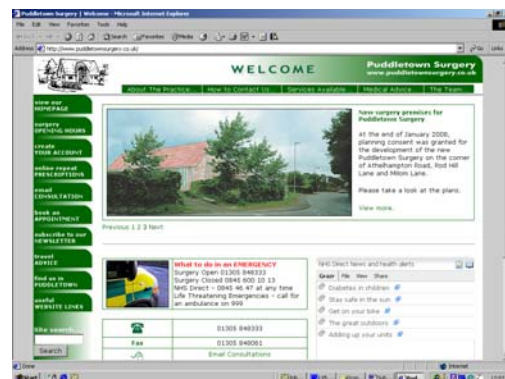
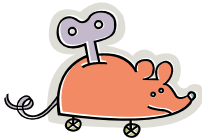
It is sometimes necessary for us to contact you urgently. It would be really helpful if you could give us your **mobile telephone number** and **e-mail address**, as well as keeping us up to date with any changes in your personal details. These can be left at Reception, or may be e-mailed to carol.taylor@gp-81616.nhs.uk.

Click on:-

SUBSCRIBE TO OUR NEWSLETTER

and enter your e-mail address.

All future newsletters will then be delivered automatically to your e-mail in box



Repeat Medication

The Patient Participation Group PPG, at their last meeting, were discussing the duration of a repeat prescription and wanted me to explain why it is that we issue only a single months' medication at a time. Of course, those of you who pay for your prescriptions will find that we do our best to reduce the cost of your medicines by issuing two months' medication at a time. This does not apply to the vast majority of patients who don't pay and who receive a single month's supply at a time.

In fact this is a government directive, intended to help to reduce the vast amount of waste medicines that cost the tax payer millions each year. We are very well aware that it would be

much more convenient for our patients to order and collect medication less frequently, and, indeed it would reduce the amount of work in the dispensary too. However, the issue of waste medicines is an important one, so we are very happy to abide by the rules and issue just a single month's medication at a time. In this way, if the dose of your medication is adjusted, or if you have to stop taking your medicine, the stock you hold and return should be minimal.

I suppose I should mention here, also, that we do like you to return unwanted medicines, some of which can be sent to Africa via the very worthy charity, Intercare.