



# Puddletown Surgery Newsletter Christmas 2011

## Opening Times for Christmas and New Year

Over the Christmas period the Surgery will be open as usual, only closed on Christmas Day, Monday 26<sup>th</sup> and Tuesday 27<sup>th</sup> December

At New Year the Surgery will be closed on Monday 2<sup>nd</sup> January and will re-open on Tuesday 3<sup>rd</sup> January 2012.

If you are unwell while the surgery is closed always ring **848333**. Our recorded message transfers you directly to the Dorset Urgent Care Service who will take details of your condition and pass these on to a doctor. In cases of accident or extreme emergency 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.

### Ordering Repeat Prescriptions

The weeks preceding Christmas are the busiest for our dispensary team, who are working under considerable pressure. Last December, for instance, they processed 5,500 items of medication. This December we ask you again to please order your repeat prescriptions well ahead of time and allow a few extra days before you come to collect if at all possible.

### ECG Machine donated by the British Heart Foundation

Puddletown Surgery is delighted to have been donated a new ECG machine by the British Heart Foundation. This new machine will enable us to record better quality ECG's when investigating people with various heart problems.

The British Heart Foundation is a charity that aims to prevent people dying from heart disease. They have an excellent website full of useful information to help you look after your heart health. Please do have a look at [www.bhf.org.uk](http://www.bhf.org.uk)

### Patient Participation Group

Have you considered joining the committee of our excellent Patient Participation Group? The group, which meets quarterly on a Wednesday evening, needs new members. The PPG works closely with the surgery in representing the views of all our patients.

No special skills are required, just an interest in improving the quality of healthcare locally. If you are interested and would like to discuss in more depth, please contact the PPG Chairman, John Solly on 01929 472400.



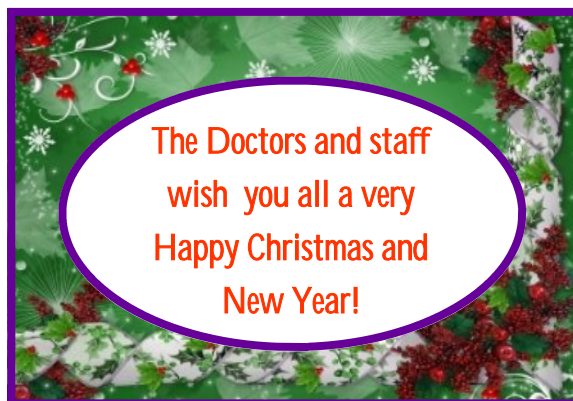
### Charity Book Scheme

The surgery is pleased to announce that we now have a charity book scheme running in the waiting room annexe

Donations of books are welcomed and these are then sold for 50p, with funds raised being given to charity. The first charity we will be supporting is the British heart Foundation who recently funded a new ECG machine for the surgery

Please feel free to browse the shelves Donations of books should be left at reception please

The Doctors and staff  
wish you all a very  
Happy Christmas and  
New Year!





## Puddletown NeighbourCar Service

One Year On

### Volunteer driving team needs more drivers

The team of local volunteers that provides transport for patients who are unable to get to their medically-related appointments needs more drivers.

‘The scheme has been so successful at helping frail and elderly people to get treatment’, says co-ordinator Duncan Miller, ‘that we ourselves need a helping hand. We have an urgent need for more drivers’.

‘**Puddletown NeighbourCar**’ is getting more and more requests for help, not only from Puddletown but also from people from the surrounding villages who are registered with the Puddletown surgery. So we need more drivers from those communities as well as from Puddletown.’

Duncan explains that drivers are needed to help get patients with transport problems to and from the surgery and to hospital appointments and visits to other health professionals like dentists, opticians, physiotherapists and so on.

This service is entirely volunteer-based and operates on weekdays only. If you are able to spare some time on a regular basis between Monday and Friday and have a car, **NeighbourCar**’s driver co-ordinator, Francis Copeman, will be delighted to hear from you. You can reach him on 01305 848499 or at francisandmary@talktalk.net. You will not be overloaded with requests: no more than one lift a week on average. The cost of your fuel will be fully met and you will be fully insured.

The Eye Bus visits Puddletown every Tuesday morning and parks in the surgery car park. Why not come and visit?? Once aboard you will find a friendly welcome, a high street range of spectacles at reasonable prices, a free minor repair service, friendly advice on any aspect relating to your eyes and glasses and state-of-the-art eye tests, including a full eye health check.

The  
Eye  
Bus



## Citizens Advice Bureau

We are very fortunate to be able to offer the services of a CAB adviser, Gill King. She is available every Tuesday morning here at the surgery to see clients; you may simply telephone to make an appointment. The Citizens Advice Bureau provides free, confidential and independent advice to help you to resolve problems with debt, benefits, housing, legal issues, discrimination, employment, immigration, consumer matters, money and other problems. The service is available to every patient of the practice.

## Survey of Patients' Views

We have just completed a survey of patient views about how we provide our services. We would like to thank those who took part. The completed survey forms are being analysed and the report is on our website, [www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk). If you would like a printed copy please contact the practice manager, Carol Taylor, on 01305 848333 or [carol.taylor@gp-j81616.nhs.uk](mailto:carol.taylor@gp-j81616.nhs.uk)

The dispensary telephone  
number is  
849329



Occasionally messages for repeat medication have been left on the answering machine of a private household whose telephone number is 848329!! So—please ensure you hear Lynn’s voice clearly announcing that “This is the Puddletown Surgery Dispensary” before you leave your message. Thank you.