



Puddletown Surgery

Newsletter Christmas 2008

**PUDDLETOWN SURGERY
BACKWATER
PUDDLETOWN
DORCHESTER
DORSET
DT2 8SD**

Tel: 01305 848333
Fax: 01305 848061

e-mail

Carol.taylor@gpJ81616.nhs.uk

Website

www.puddletownsurgery.co.uk

Dispensary

Tel: 01305 849329
24 hour line

Opening Times for Christmas and New Year

Over the Christmas period the Surgery will be open as usual, only closed on Christmas Day (25th) and Boxing Day (26th).

At New Year the Surgery will be closed on Thursday 1st January and will re-open on Friday 2nd January 2009.

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 5,400 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.

Patient Feedback

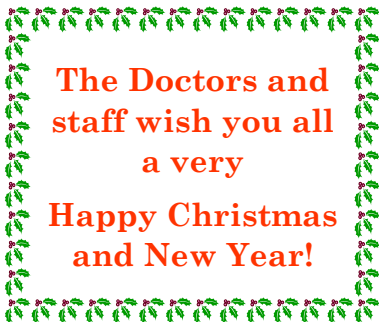
As you know, your views are important to us, and we are always pleased to know how you feel about the services we provide. It was therefore really helpful to us to receive the following feedback from a mother who didn't leave her name. Her comment was as follows:-

Came into surgery after waiting 10 mins outside so we could be seen as soon as a Dr is free – so my child would not be late to school. But both doctors took a rep in which I think should wait till after surgery. We were very late.

Both the doctors and I felt it was important to respond to this as it is a grievance that many of you might have felt at some time or another. You probably already know that we advertise that doctors are available by phone between 8.30 and 9.00 and they routinely take up to 10 calls during this period. This half hour is also used by the doctors to catch up with urgent matters that have happened overnight. Reps are invited to see the doctors during this time as long as they don't mind continual interruption!! In the event that the doctors have no other pressing business and they see that there are a lot of patients waiting to see them, they sometimes start morning surgery before 9.00. I'm afraid they can't always do this. The doctors always try to prioritise, and we are sorry if this can appear inconsistent or uncaring to those in the waiting room hoping to slip in and out before work or school. Some of you may feel similarly aggrieved if another patient who arrived after you is taken into the consulting room before you. However, this is usually due to the urgent nature of their condition and we feel it is correct that urgent cases should be seen urgently.

If you would like to comment on any of the above, please feel free to telephone to speak to me on 848333 or by submitting feedback on the website or e-mail to carol.taylor@gp-J81626.nhs.uk.

Thank you.



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

Weight Control Education Session held on Tuesday 7th October 2008

Shirley Parker writes:- "Taking Control of Your Weight was the third Patient Education evening. The surgery team and other Healthy Lifestyle practitioners, plus over 50 patients enjoyed a very successful evening. We were able to have blood sugar levels checked as well as being weighed. The advice on healthy eating and particularly the size of portion both of food and drink was enlightening.

Hopefully many of those who attended will follow the exercise advice which covered everything from gentle strolls to aqua-aerobics.

With so many stalls to visit, time passed quickly. Those who thought they would be lectured on the dangers of being overweight missed an entertaining and informative meeting. *Well done the Practice Team!*"

MUSIC - NO MUSIC—WHAT MUSIC??

Thank you very much to those of you who responded to our request in the Autumn Newsletter for your preference of music in the Waiting Room. Whilst two people expressed a preference for silence, the other eight responses divided equally between Radio 2 and Classic FM. As you know, the music is intended to try to protect the confidentiality of patients' conversations with receptionists and dispensers, so we plan to continue to ring the changes between these two stations. We welcome your comments on all our services, so if you have an opinion on this or anything else please let us know, either by e-mail to carol.taylor@gp-J81616.nhs.uk or by phone to 848333.

THE EXPERT PATIENT PROGRAMME

This programme, otherwise known as *Self-management of Long-term Health Conditions* was held in the Puddletown Church Room during 6 afternoons in September/October 2008. 16 people attended and found it helpful in various ways. The programme was laid on by the PCT and run by volunteer Leaders, who did a great job. There will be a follow-up **reunion** in January 2009 and in the meantime, a number of participants hope to maintain contact with each other.

Anyone with a Long-term Condition who would be interested to know more about this course, should contact the surgery. These programmes continue to be run throughout the county and another could be laid on locally if there was sufficient demand. There is also a programme being prepared for Carers.

New Surgery Premises

Work is progressing steadily behind the scenes on the new surgery building. Plans can be seen on our website www.puddletownsurgery.co.uk/ournewsurgerydevelopment. We hope building will commence in the New Year and be completed later in 2009. If you have any comments or queries about the new surgery, please feel free to phone or e-mail carol.taylor@gp-J81616.nhs.uk.

Subscribe to our newsletter

Join our free newsletter subscription service. Subscribing to receive the newsletter electronically will save resources as we will not need to deliver a paper copy to you. Go to www.puddletownsurgery.co.uk

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**. These can be left at Reception, or may be e-mailed to carol.taylor@gp-J81616.nhs.uk. Many thanks.

Your PUDDLETOWN PRACTICE PPG (Patient Participation Group)

At the last meeting of the PPG Committee in September, it was decided to publicise more about the PPG, using the newsletter to circulate the information to all households in the Practice. So, **please read on.**

Who are MEMBERS of the PPG?

All Patients of the Practice, the Doctors, Practice Manager and the Practice Staff.

What is the AIM of the PPG?

To provide a working partnership between Patients, Practice Partners and Staff to help develop and build on the quality of healthcare services.

What are its OBJECTIVES?

- *To support good decision making by providing a forum for all involved in the Practice to discuss topics of mutual interest.*
- *To enable patients to make positive suggestions for healthcare.*
- *To support and provide communications between the Practice and its patients, and to involve them.*
- *To encourage, support and promote good health education and practice.*
- *To promote and develop self-help projects for patients.*
- *To be a representative group that can be called upon to influence the local provision of health and social care on behalf of the Practice.*

Who is on the COMMITTEE?

The committee consists of Patient representatives from the Practice, the Practice Manager, a member of the Practice staff, the co-ordinator of the Friends of the Practice, and a representative of the Carers. It meets once every three months.

Your Patient committee members, together with the areas they represent, are:

Glad Antell	Puddletown	01305 848646
Jean Bryson	Puddletown	01305 848115
David Croft	Crossways/Tinleton	01305 852604
Jenny Gaitskill	Cheselbourne and area	01258 837488
Marion Greenman	Cheselbourne and area	01258 837552
Lynne Nicholas	Puddletown	01305 848045
Shirley Parker	Carers UK	01305 848374
Liz Reed	Tolpuddle	01305 848342
John Solly	Affpuddle/Briantspuddle	01929 472400
Lorna Willey	Puddletown	01305 848811
Fiona Wisher	Puddletown	01305 852937

We still need a representative for the Piddle Valley. **If you live in the area can you help?**

Whilst supporting the Practice in a number of ways (see below), your committee members are also able to raise concerns of individuals which affect the running of the Practice.

In the past year your committee has been actively involved in ensuring that nearly every household has received a copy of the newsletter and will continue to do so. This is a vital means of communication between the Practice and its patients some of whom have never had the need to visit the surgery.

Other activities include supporting health education (e.g. the Weight Management evening), the Expert Patient Programme (mentioned in the newsletter) and Carer support. We also support our Practice in its responses to the NHS when needed, e.g. currently on the Pharmacy White Paper, which could affect us all.

If you would like to help the Practice in any way, please contact Carol at the surgery or one of the above.

John Solly (chairman)

November 2008