



Puddletown Surgery Newsletter Christmas 2009

**PUDDLETOWN SURGERY
BACKWATER
PUDDLETOWN
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Website

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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), Christmas Saturday (26th) and Boxing Day, Monday (28th).

At New Year the Surgery will be closed on Friday 1st January and will re-open on Saturday 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 5,900 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.

Symptoms of Swine Flu? Whilst national media are recommending that those suffering flu-like symptoms ring a national call centre, we would very much prefer our patients ring the surgery to speak to their GP as usual. Thank you.

Staff Changes

Ed Waldron, who initially joined us for a fixed period is now a permanent member of our Nursing Team. He is joined by two new Health Care Assistants: **Kai Knell** and **Vikki Hargreaves**. We are delighted to welcome them all to the Nursing Team.

From 1st January 2010 **Ali Harley** will be taking on a new role; that of Practice Administrator. She will still be working in the Dispensary for one afternoon each week, but the rest of her dispensary hours will be taken over by **Deena Ritchie**. Deena is a Boots trained dispenser with many years dispensing experience. You may have met her already as she has been providing holiday cover for some time now.

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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.



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