



Puddletown Surgery Newsletter Easter 2007

PUDDLETOWN
SURGERY
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Dispensary

Tel 01305 849329

24 hour line



Opening Times for Easter

Over the Easter period the surgery will be closed on Good Friday, Easter Saturday and Easter Monday.

If you are unwell while the surgery is closed always ring **848333**. Our recorded message transfers you directly to the Dorset Emergency 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.



Welcome back to Dr Boyle

We are delighted to welcome back Dr Anne Boyle following a period of leave to look after her father during his terminal illness – until her lambing holiday in April!

Health Visitor

Isobel Telfer retired from Health Visiting on 21st February. Together with her husband she plans an active retirement, travelling to far flung points of the globe.

We are delighted to welcome her successor in the person of Helen Croucher. Helen spent most of her childhood in Dorset before moving away to study for a Degree in Health and Community Studies in Chester. Following this she trained as a nurse in Portsmouth, worked as a nurse in Bournemouth and then trained as a health visitor in Southampton. She moved back to Dorchester a few years ago and worked as a health visitor in Weymouth.

More recently she worked as the health visitor for Sure Start Weymouth & Portland. She is joining the Puddletown team from maternity leave having had her first baby last summer.

Helen lives in Dorchester with her partner and son and all his toys!!! *If she had spare time she'd enjoy watching and playing sport, reading or listening to music. Helen likes chocolate, travelling and most of all sleeping... and of course her little boy, who doesn't realise his mum's a health visitor and so doesn't always sleep like it says he should in the books!*

New Surgery

In May 2006 planning permission to convert our existing surgery building for residential use was refused on the grounds of flood risk. As the development of the new surgery is dependant on the sale of this site, we found we needed the support of property experts and have chosen to work with The Charles Higgins Trust, a specialist medical centre developer. They have agreed to purchase the existing site and develop the new surgery.

Sadly this marks the end of our original partnership with David Illingworth and his plans for the new building we so much looked forward to occupying. However, the new plans promise a high quality building that will be an asset to the village and a versatile health care facility.

We expect that our existing premises will be raised to meet flood requirements and developed as a single detached home.

Patient Survey into CAB, Chiropody, Counselling and Physiotherapy

Throughout the month of February patients attending to see the Citizens Advice Bureau (CAB) Advisor, Chiropodist, Counsellors and Physiotherapist have been asked to complete a questionnaire to let us know their views on these services.

Out of 30 patients who attended physiotherapy, the average wait for the first appointment was 3-6 weeks, the longest wait was more than 6 weeks, experienced by 13 of patients. 80 thought the waiting time was acceptable, 20 unacceptable. Two respondents expressed dissatisfaction with their appointment time and date as they had to take time off work. 14 patients were kept waiting past their appointment time, one for 40 minutes and two for 30 minutes and 11 for 20 minutes or less. All but one found the physiotherapy service to be beneficial overall and 8 positive comments were added.

All 3 respondents who attended the Citizens

Advice Bureau were highly satisfied with making an appointment, the time of the session, and the service provided by the Advisor. All added positive comments about the service.

16 patients attended Chiropody and returned a questionnaire. All were satisfied with the timing of the clinic and the procedure for making an appointment. Overall satisfaction with the chiropody service was high, with 81 regarding the service as excellent, 18 as good and 1 as fair. Six positive comments were added, plus advice for the practice about advertising these Extended Services.

7 patients attended Counselling and returned a questionnaire. All were satisfied with the timing of the sessions and procedure for making an appointment. Only one person found the service not relevant for their needs; otherwise the service was highly valued by those who used it. Two positive comments were added



National Chlamydia Screening Programme

Chlamydia is a sexually transmitted infection, which left untreated can cause infertility problems. You can have chlamydia with no signs or symptoms. So most people wouldn't know they had it.

1 in 10 young people under 25 have Chlamydia.

Chlamydia screening is available at the surgery for anyone under 25years.

Chlamydia testing is easy, simple and painless. For men it is just a urine sample, for women a self-taken swab.

Your results can be given to you by telephone, text message or post and, if needed, treatment is free.

Please ask any member of staff at the surgery if you would like a self screening pack.

If you are over 25 years of age and worried then please see a doctor or nurse
