



Puddletown Surgery Newsletter Easter 2008

PUDDLETOWN
SURGERY
BACKWATER
PUDDLETOWN
DORCHESTER
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Website

[www.puddletown
surgery.co.uk](http://www.puddletown
surgery.co.uk)

Dispensary

Tel 01305 849329

24 hour line



Opening Times for Easter

Over the Easter period the surgery will be closed on:
Good Friday, 21st March,
Easter Saturday, 22nd March and
Easter Monday, 24th March.



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.

Ordering Repeat Prescriptions

As the surgery is closed for four days over Easter, please ensure you order sufficient medication to cover the holiday period. If, by chance, you should find you have run out of medication during the holiday, this may be dealt with by the Out of Hours service.

What To Do With Your Waste Medication

In Dorset alone waste medications cost 1.5 million pounds.

You can help reduce wastage by:

- Ordering monthly and only what you actually require.
- Ordering on an official medicine request form to prevent mistakes.
- Avoid stockpiling at home.
- Return all unwanted or unused medication to the surgery or pharmacy.
- Do not pour medication down the sink or toilet or place medication in your waste bin.
- Check that you have the correct medication before leaving the surgery.

We can recycle some medication to 'Intercare', an organisation that distributes medicines to Africa.

If you need advice or help please contact the surgery on 01305 848333.

New Surgery Premises

The practice is delighted to tell you that planning consent has been granted for our new surgery premises on the corner of Athelhampton Road, Milom Lane and Rod Hill Lane. The plans can be seen on our web site: www.puddletownsurgery.co.uk/ournewsurgerydevelopment. They are also on display in the foyer at the surgery. Any feedback regarding the premises is gratefully received by Carol on 848333 or carol.taylor@gp-J81616.nhs.uk

Visit to Puddletown Surgery by Chief Medical Officer, Sir Liam Donaldson

At the end of 2007 the practice was singled out by the Department of Health as one providing high quality care to its patients. As a result a research team from the DOH visited the practice in January for two days on a fact-finding mission. All members of staff, as well as representatives of our patients, were given the opportunity to explain what, in their opinion, made the practice "a centre of excellence". Then on 4th February, Sir Liam Donaldson, the Chief Medical Officer, paid a visit to the practice to talk to the Partners and staff of the surgery and representatives of the Primary Care Trust.

Sir Liam looked at some of the innovative approaches we have used here, including e-mail consultations, a patient volunteer group, our open surgery in the morning, Citizens Advice Bureau sessions and integrated nursing team.



Living with a Long term Condition?

Expert Patient Programme - Helping you to help Yourself

Learn Pain Management

Master Relaxation

Increase Exercise

Deal with Fatigue

Manage Medication

Learn to cope with Low Mood

The Expert Patient Programme is a free self-management course run over six weekly sessions of two and a half hours. It is a self-referral programme designed for people with long term conditions and aims to enable them to play a more active part in managing their own condition.

People have considerable knowledge and experience of their own condition and proper

training can enable them to turn these into practical skills that can make a big difference to the quality of their lives. What is special about the course is that the tutors themselves have a long term health condition.

For more information, contact 01305 368026 or expertpatient@dorset-pct.nhs.uk

Child Health Clinics

We are delighted to offer our congratulations to our Health Visitor, Helen Croucher, who is expecting her second baby in May. Her maternity leave will start in April. A temporary replacement for Helen is currently being recruited.

From 1st April Child Health Clinics (which have previously been held on Wednesday mornings) will move to a new time:

Tuesday afternoons between 2.00 and 3.00pm

These are open clinics and no appointment is needed

Summary Care Record

You may already be aware of the government's programme to create electronic Summary Care Records, now being introduced in some practices. At first a Summary Care Record will contain basic information from your GP record such as your date of birth and address, details of allergies, current prescriptions and bad reactions to medicines. Then, each time you use an NHS service, it is planned that more information is added to it.

There is no doubt that the creation of a Summary Care Record would be particularly useful if you should need emergency care out of hours. In fact, you may be surprised to learn that

clinical information isn't shared with other healthcare providers already.

However, recent losses of data and confidentiality breaches in other government departments have caused the practice to have concerns about the security of the Summary Care Record. For this reason the practice has declined to take part in the programme until we are satisfied with the security of patient information.

If you have any views on this matter, I would be more than happy to discuss these with you.

Carol Taylor, Practice Manager
(carol.taylor@gp-J81616.nhs.uk)

Medication reviews

You may have noticed on your repeat prescription, there is a "review date". This is the date when the doctor or Nurse Practitioner reviews your prescription, usually every six months. If you are due to come in for a check there will be a message written on the prescription, or the dispenser will bring this to your attention. If you have been seen recently and had a check up, either here or in the hospital, your review date may just be moved forward by a few months. It is a safety net, to make sure we prescribe medicines to you safely.

Computers can only cope with exact dates, so if your medication review seems to be due on a Sunday, please don't take this literally.

www.puddletownsurgery.co.uk

Many of you are already making regular visits to our surgery website. If you haven't visited it yet, please do! You'll see opportunities for:

- *On line consultations*
- *On line repeat prescriptions*
- *On line appointments*
- *On line change of registration details*
- *Latest news and updates*

The website is full of useful information, and links to almost every health related topic you care to mention. Additionally many of our surgery policies are detailed here, such a Confidentiality, Practice Charter and Access to Health Records. Our new surgery development is also chronicled here.

We hope you will all want to join those who are already "logging in" and using all the facilities on offer.

CAN YOU HELP?

Until last Christmas, the Practice Newsletter was only available to those who visited the Surgery. This meant that many patients did not know the latest (and important) news from their surgery. The first task of the reconstituted PPG committee was to set up a network for delivery of the Newsletter to the homes of all patients and we made a good start with the Newsletter at Christmas, although not all homes were reached. Our aim is to achieve 100%, but to do this we still need volunteers to help distribute in the following areas:

Alton Pancras

Bere Regis

Buckland Newton

West Stafford

Piddlehinton

Plush

Owermoigne

Warmwell

If you think you would be able to help by delivering it, particularly in any of the above areas, **please contact Reception at the surgery.** The more we can spread the load, the easier it will be, as it is a big task.

Very many thanks to all who have helped in the delivery so far; we are really grateful. Not only does it save postage, time and admin. costs for our surgery, but it provides a reliable means of telling all patients important information concerning their health.

N.B. We are always on the look-out for volunteers with skills, e.g. in preparing and producing the newsletter, graphic design or publicity that could support the surgery. If you think you might be able to help, please contact Carol at the surgery.

INTERESTED IN YOUR HEALTH?

The surgery is planning to continue its series of informal meetings. Please let us know at reception, by phone or e-mail what time of day would suit you best and which health related topics interest you most :

Heart Disease

Bowel Cancer

Blood Pressure

Pain control

Skin Cancer

Healthy Eating

Menopause

Medicines

Prostate Cancer

Cholesterol

Personal Data

Please could you let us know if you change your name or address so that we can keep your records up to date? This would be most helpful in the event that we, or the hospital, need to contact you in an emergency.

It would also be very helpful if you could let us have your e-mail address and mobile phone number to make it easier for us to contact you.

Thankyou.