



# Puddletown Surgery

## Newsletter Spring 2010

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. Thankyou.

## Opening Times for Easter

Over the Easter period the surgery will be closed on Good Friday 2nd April and Easter Monday 5th April

The surgery will be open on Easter Saturday 3rd April

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.

If, for any reason, you find you are unable to get through to the practice out of hours and need to call the Urgent Care Service directly, ring 0845 600 10 13.

## Ordering Repeat Prescriptions

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.

## Staff Changes

**Nikki Heywood** left our nursing team in January to take up a post in Bath as a Tissue Viability Specialist Nurse. She has been studying towards a degree in Tissue Viability (wound care to you and me!) and so she was delighted to have been offered this job. We are very proud of her achievement. Her post here has been filled with a very experienced nurse who has joined us from the Community Nursing Team in Dorchester. **Sue Foster** has experience of working both in the community and in the Treatment Room and will be a great asset to our team.

**Sandra Holland** has been a receptionist with us since 2004, but feels the time has come to lay down whatever receptionists usually wield!! Sandra leaves us at the end of February and will be sadly missed for her off-beat sense of humour and gentle kindness.

**Zena Woodruff** started work with the surgery way back in 1987 and has, for a massive 22 years, been at reception to sort out the problems of doctors, staff and patients. Those of you who know us well will know that Zena is one of the pillars of our organization. Not only is she a calm, kind and knowledgeable receptionist, but also carries out some of the fundamental administrative tasks that underpin our efficiency. Zena too has decided that the time has come to hang up her keyboard and leaves at the end of April. She will be extremely badly missed by the doctors and staff, as well as patients who put complete trust in her, as we do, knowing they can rely on her. Anna Davies will take on her role of “Senior Receptionist”. Recruitment is underway for two new receptionists to replace Zena and Sandra.

## What To Do With Medication

In Dorset alone waste medications cost 1.5 million pounds.

### You can help to cut the cost of waste medication 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

## Dispensary Drug Shortages

On occasions you may have found that the dispensary has run out of stock of medicines you have ordered. You may have wondered why this has happened, especially if you know that we have twice daily deliveries by our Pharmaceutical Wholesaler. I thought I would just put you in the 'international' picture regarding pharmaceutical supplies as the situation is worsening all the time and not likely to improve in the near future.

Pharmaceutical companies who manufacture your medicines have their eye, like all other businesses, on their profit margins. They need to sell their drugs at the best price they can achieve. Regrettably countries on the continent, such as France and Germany, are willing to pay more for medicines than the UK. Therefore pharmacies,

chemists and dispensing GP practices in the UK find themselves at the end of the queue for supplies. Micardis or Telmisartan is a good example of a drug whose manufacturer is selling the bulk of its supplies to the continent, leaving the UK short of supplies. When these drugs are available, Lynn, our dispensary manager, buys a very large quantity of them to try to ensure that we don't run out. However, sometimes months can go by when there are no supplies available, and so we run out.

The detrimental effect to you, the patient, of running out of medicine you need is recognized by the doctors and, in some cases, if we are unable to obtain supplies of your usual drug, you may find they have to change you to another similar drug.

### **If you are unable to attend your appointment**

With the doctor, nurse, physiotherapist, chiropodist, counsellor or Citizens Advice Bureau

We would very much appreciate it if you could let us know, giving as much notice as you can, so we have a chance to rebook the slot. Many thanks.

## Citizens Advice Bureau

Our CAB adviser, Louise Capaldi-Tallon, is available every Tuesday morning to see clients either in the Surgery or at a Home Visit for those not able to get into the Surgery for any reason. Simply request an appointment.

The Citizens Advice service provides free, confidential and independent advice to help people resolve problems with their:

- debt
- legal issues
- immigration
- money and other problems
- benefits
- discrimination
- consumer
- housing
- employment

regardless of race, gender, sexuality, age, nationality, disability or religion.

The service is available to every patient of the practice.