



Puddletown Surgery Newsletter Autumn 2011

Introducing Dr Suzannah Sword, GP Registrar



Puddletown surgery is delighted to have become an approved training practice.

From August this year we will have a fully qualified doctor ('a Registrar') joining us for one year to undergo further training in order to become a general practitioner.

Our first GP Registrar is Dr Suzannah Sword. Dr Sword has completed four years of work in hospital, and has previous experience of working

in general practice.

Dr Sword will be providing morning and evening surgeries. Her morning surgeries will be by appointment, so slightly differently organised from other doctors here, and offering the patients more choice.

We work closely with the Registrar throughout their time with us. Please accept their services as an extension of our own. Learning and teaching is a two way process, and having a GP registrar will help to keep us all up to date!

Flu Clinics

If you are aged over 65 or suffer from an illness such as asthma, diabetes or coronary heart disease, you are strongly advised to have a flu vaccination - and a Pneumococcal

vaccine if you haven't had one of these before.

Following DoH guidelines, flu vaccinations are offered only to those who are over 65 years of age or who suffer from a chronic disease, and their Carers. In September we will be writing to those who are due to have a flu vaccination giving an appointment for this.



Annual Patient Survey

We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

- Clinical care
- Getting an appointment
- Approachability & helpfulness of staff
- Opening times
- Parking
- Anything else you can think of?

If you have any ideas or suggestions, please send these by e-mail to carol.taylor@gp-J81616.nhs.uk or telephone Carol on 01305 848333. Many thanks.

Staff Changes



Jill Westropp is returning to our nursing team, having worked as a practice nurse at the Atrium Health Centre since she left us in 2009. We are delighted at the prospect of having her back in the fold.

Kai Knell We are sorry to have lost Kai Knell from our nursing team. Kai is going on to undertake RGN training and we wish her well with her studies and future career.



Zena Woodruff We are also pleased that Zena is returning to our reception team on a part-time basis

Carers Support Programme

If you answer yes to any of the following questions then the **free Carers Support Programme** can help you:

- Do you provide care for a member of your family, a friend or neighbour?
- Would you like the opportunity to gain more skills and knowledge to help you in your caring role, manage stress and learn new skills in first aid?
- Do you want to meet other carers to share experiences, exchange advice and ideas, plus meet new friends?



Carers are unpaid people who care for the physical, mental and social needs of a relative, friend or neighbour. Caring for a loved one can be a difficult task. Carers often lack vital information to assist them in their caring role and may neglect their own health as a result of their responsibilities.

The **Carers Support Programme** is a **free training programme** for carers offering advice on:

- **Caring skills** - Guidance about subjects including giving medicines, infection control and nutrition. Coping with sensitive subjects such as continence problems and memory loss.
- **Safer handling and looking after your back** - Advice on daily back care, prevention of injury and an opportunity to practice safer handling skills.
- **First aid skills** - Appropriate to caring for someone in the home environment including falls prevention guidance.
- **Accessing support for Carers and managing stress** - Signposting the local support available for carers and instruction on stress management and relaxation.

Over the four week course a **free lunch** is provided after each session and the floor is open for you to ask further questions and make new friends.

The Carers support programme is available in Dorchester. Simply call **01305 751160**

Patient Participation

In order to promote the proactive engagement of patients, the government has introduced a programme to encourage the setting up of effective Patient Reference Groups. You may be aware that we have an excellent Patient Participation Group attached to our surgery. All of our patients and staff are members of this, represented by a Committee of twelve that meets quarterly and does its best to represent the views of all our patients.

The new government programme requires us to be more proactive in seeking views

from a representative group of practice patients through the use of a local patient survey.

At present we are just in the process of agreeing areas of priority to focus our survey questions on and identifying a survey group that is representative of our patient list. We will shortly be contacting about 200 patients to ask if they would be part of our reference group. This will only mean completing a questionnaire online

Chairman John Solly
01929 472400



Puddletown NeighbourCar Scheme needs drivers

A group of local volunteer drivers run a scheme by which they carry our patients to medical appointments if they are no longer able to travel under their own steam. The most frequent journey is to the surgery in Puddletown, either to see a doctor or any of the other health care professionals. But the scheme also takes our patients to hospital appointments in Dorchester, or to any other medically related treatment: dentist or optician for example.

If you could spare an hour or so to help with this vital work, please contact **Francis Copeman on 01305 848499** or **Mike Chaney on 01305 848352**. Your costs will be met and you will be fully insured under the scheme. And you won't be inundated with requests; drivers are usually called on for help no more than once a week.