

## Contact Us

Puddletown Surgery, Athelhampton Road, Puddletown, Dorset DT2 8FY

Email: [puddletown.reception@dorsetgp.nhs.uk](mailto:puddletown.reception@dorsetgp.nhs.uk)

Tel (01305) 848333

## Registering with us

If you live in our practice area and would like to register with us, please either complete and submit a registration form on our website or complete a registration form at Reception. You will be registering with the Practice rather than an individual GP and are free to see whichever GP you prefer, simply state who you would like to see when making your appointment.

## Evenings and Weekends

Always ring 111. This is the free NHS number for all urgent calls. In an emergency dial 999.

## Emergencies

Telephone the surgery on **01305 848333**. A Doctor will give advice or visit you as soon as possible.

## Other NHS Services

The Practice is within the area covered by:  
NHS Dorset Customer Care Team, County Hall, Colliton Park, Dorchester, DT1 1XJ

Telephone **01305 368926** or email: [customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk)  
[www.dorset.nhs.uk](http://www.dorset.nhs.uk)

Please keep us up to date with any changes in your address, telephone number,  
email address, Carer details.

Do we have your mobile number and email address?

# PUDDLETOWN SURGERY

Partners: Dr Chris Burnham and Dr Jonathan Bond



Athelhampton Road, Puddletown

Dorchester DT2 8FY

**01305 848333**

Email: [puddletown.reception@dorsetgp.nhs.uk](mailto:puddletown.reception@dorsetgp.nhs.uk)

[www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk)

***Surgery Hours: Monday to Friday 8.00am—6.30pm***

***Saturday 8.30am—11.00am***

## Welcome

Puddletown Surgery welcomes patients from Puddletown and surrounding villages, including Tolpuddle, Affpuddle, Briantspuddle, West Stafford, Woodsford, Moreton, Tincleton, Bockhampton, Stinsford, Piddlehinton, Piddletrenthide, Alton Pancras, Plush, Dewlish, Ansty, Cheselbourne, Melcombe Bingham and Milborne St Andrew.

Our team includes three GPs, a team of Primary Care Nurses, two Health Care Assistant as well as our Dispensary, Reception and Administration staff.

We offer a full general practice service and run specialist clinics for patients with asthma, heart disease, diabetes and other long-term conditions. We offer minor injury and minor surgery services, dietary advice, continence support, family planning, maternity care, well person screening, anticoagulation monitoring, ante and post-natal care, childhood and travel immunisations and smoke stop support.

We also offer extended primary care services, including Citizens Advice here at the Surgery.

The Practice has an active Patient Participation Group which works with the Practice to continuously improve the quality of our services.

If you live more than one mile from a chemist we can supply your medicines from our Dispensary.

At Puddletown Surgery we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our Practice staff wear a name badge and identify themselves on the telephone.

Puddletown Surgery is a 'training practice'. This means that hospital doctors wanting to enter general practice spend six months or a year with us in order to gain the experience they need to become family doctors.

## The Practice Website

[www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk)

On our Practice Website you can do an amazing amount of things that we hope will make your life a lot easier, reducing the amount of time you may have to spend in telephoning or visiting the Practice. So, if you have access to the internet, we do urge you to take a look at the following:

Support and/or training can be given. Please ask if you need help.

- **Full details about all our staff, their areas of interest and expertise**
- **Surgery Latest News (useful in the event of an emergency)**
- **eConsult with one of the Doctors**
- **Subscribe to Practice Newsletter**
- **Access to health information about many health issues**
- **Downloadable forms for**
  - **Travel vaccinations**
  - **Change of address or personal details**
- **Advice on minor illness and what to keep in your medicine cabinet**
- **Advice on diet and lifestyle**
- **Patient Satisfaction Survey report**
- **Practice Policies**
- **Support and Information for Carers.**
- **Information about our Patient Participation Group**

## Complaints, Comments and Suggestions

Our aim is to give you the highest possible standard of service. If you have any suggestions for improving the service given, please feel free to tell us. If you are dissatisfied with the way you have been treated you should let us know as soon as possible. Please contact the Practice Manager. A leaflet giving details of our Complaints Procedure is available at Reception.

## Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair. Our large car park has specially designated parking spaces reserved for patients displaying a disabled sticker. If required we can also offer booked double appointments.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. Information about you is only available to those involved in your care. You have a right to know what information we hold about you. If you would like to see your records please ask the Practice Manager.

The Practice uses a third party mailing service, UK Mail.

This practice keeps medical records confidential and complies with the General Data Protection Regulation (GDPR). We hold your medical record so that we can provide you with safe care and treatment.

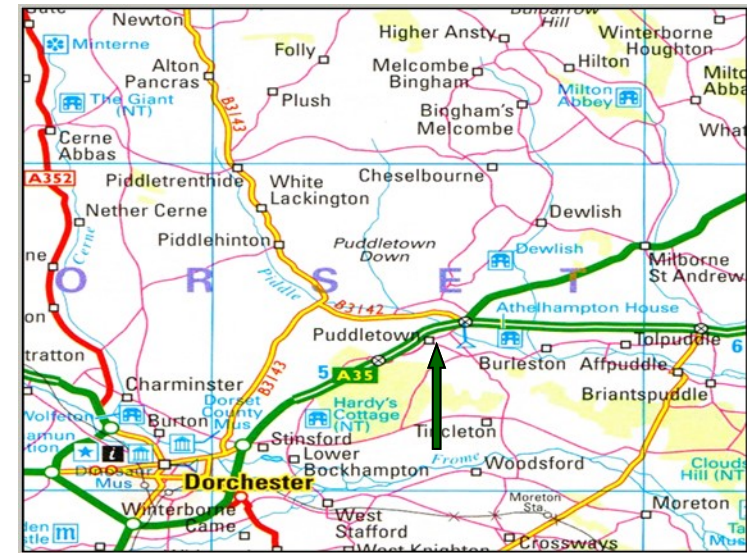
We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital. Or your GP will send details about your prescription to your chosen pharmacy.

For more information on how we share your information with organisations who are directly involved in your care can be found on our website:

**[www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk)**

## Surgery Location Maps



## Clinics

We run a range of clinics. For an appointment or further details please call Reception on **(01305) 848333**.

### Accidents and Injuries

During our opening hours the Doctors and Nurses are happy to assess injuries and give advice. We can treat most minor trauma and injuries, such as cuts and grazes.

### Health Visitor – Second Thursday of the month 9.30 – 11.00 am

This clinic is run by the Health Visitor. New babies are invited for regular check-ups from eight weeks old.

### Diabetes, Asthma, COPD and Coronary Heart Disease

Our Nurses offer advice and general health check-ups to patients diagnosed with diabetes, respiratory problems and heart disease.

### Smoke Stop

Our Health Care Assistant gives advice and support to patients trying to give up smoking.

### Health Checks

Our Nurses offer health checks to eligible adult patients. Please ask at reception if you would like an appointment.

### Social Prescribing

Our social prescribing team is here to help you with non-medical issues you may be dealing with, such as loneliness, financial/housing issues, bereavement, living with a long-term health condition, carer support or mental health. If you think social prescribing could help you, please contact the surgery and ask to speak to a member of the team. Alternatively, you can contact us on [sp.puddletown@dorsetgp.nhs.uk](mailto:sp.puddletown@dorsetgp.nhs.uk) and a member of the team will be in touch.

Cervical screening, continence advice and general health checks to women aged 20 – 65.

## Patient Rights and Responsibilities

You have a right to expect a high standard of medical care from our Practice and we will try at all times to provide the very best care possible. Please treat staff with courtesy and respect.

As patients you are responsible for your own health and that of any dependents. Please adhere to information and advice given to you by health professionals and help us to keep you healthy.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients

## Chaperones

There are occasions when patients need to be assessed by a doctor which might involve intimate examinations. This Practice is committed to putting patients at ease whenever possible and if you wish a chaperone to be present during your examination please ask the doctor.

It may not be possible for a chaperone to be provided immediately and you might have to return for the examination to be carried out at a mutually convenient time.

## Help us to help you

- Please be on time for your appointment
- Tell us if you need to cancel your appointment
- If you need a home visit please call before 10.00 am
- Telephone to speak to the doctor during their phone-in times: 8.30 - 9.00am or 3.30 - 4.00 pm
- You can telephone for your test results or look online using SystmOnline or the NHS app.
- Keep us up to date with any changes in your address, telephone number, mobile number, email address and Carer details. We regret that the surgery cannot accept responsibility for important clinical information that may go astray due to your failure to notify us.

**Thank you**

# Our Team

## The Doctors

**Dr Chris Burnham** (MB BS MRCP) Registered London 1999  
Dr Burnham has been with the Practice since 2004.

**Dr Jonathan Bond** (BM MRCP DRCOG)  
Dr Bond has been with the Practice since 2008.

**Dr Julia Griffiths** (MBBS BSc (Hons) DRCOG) Registered 2001.  
Dr Griffiths has been with the Practice since 2015.

## Our Nursing Team

Our Nurses provide a full range of nursing care to patients in the surgery and in their own homes.

**Joanne Miller** (RGN), **Carolyn Lewis** (RGN), **Katherine Cox** (RGN), **Helen Buss** (RGN), **Sophie Campbell-Smith** (RGN), **Vicky Rowsell** (HCA) **Lucy Hobden** (HCA) and **Lauren Stone** (HCA) provide a full range of nursing services at home and in the surgery.

## Reception Staff

**Bev Essex**, **Jane MacKenzie**, **Jacqui Goodall**, **Kate Hall**, **Laura Dindar** and **Sara Donnelly**.

## Dispensary Staff

**Deena Ritchie**, **Sally Lawton**, **Holly Eastment**, **Julie Lawton**, **Robyn Stephenson**, **Charlotte Legg** and **Tara Guiton**.

## Administrative Staff

**Robyn Symes** (Administrator) and **Kim Chatt** (Secretary).

The Practice Manager, **Clare Stickland**, is always pleased to receive your comments on the service you receive here.

## Blood tests

Our Health Care Assistant and Nurses carry out blood tests in the mornings. When you attend for a test of any kind you will be told approximately how long you should expect to wait for the results. Please bear this in mind and only call the surgery after sufficient time has elapsed.

Please phone the surgery to ask for your results, you may need to discuss these with your Doctor during their regular phone-in times; 8.30 – 9.00am daily and 3.30 – 4.00pm (excluding Saturdays).

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

## Home visits

If you are housebound, too ill to come to the surgery or a carer struggling to leave your cared for person a Doctor may visit you at home.

Please ring to request a home visit before 10.00am (emergencies excepted).

You may be asked for some information about your problem: this is so we can arrange our visits in order of priority.

## Appointments

**Urgent calls only:** Monday to Friday 8.00 - 8.30am

**On the day doctor telephone calls:**

Monday to Friday 8.30am and 3.30pm, Saturday 8.30am

### Open Morning Surgery

9.00 to 10.30am (not Saturdays)

### Evening Surgery (bookable appointments)

Monday to Friday 4.00 – 6.30pm

For an appointment to attend evening surgery, either telephone Reception between 8.30 am and 6.30 pm or book online at [www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk).

### Telephone consultations

Telephone consultations with the Doctors are available

8.30 – 9.00am and 3.30 – 4.00 pm daily.

## The Dispensary

Puddletown Surgery has an on-site Dispensary. If you live more than one mile from a chemist we can supply your medicines.

### Opening Hours

Monday – Friday 8.30 am – 6.30 pm

Saturday 8.30 – 11.00 am

### Repeat Prescriptions

If you take medication on a long-term basis, your Doctor may put these medicines onto a repeat prescription, which you can request without needing to see your Doctor.

You may order your medicines in any of the following ways:

- On our website [www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk)
- Using Patient Online Access or the NHS app
- By posting or handing in your repeat order form
- Telephone our 24-hour Dispensary Orderline: **(01305) 849329**

## Practice Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>8.30</b>	<b>Urgent Doctor Telephone calls</b>					
<b>Morning Surgery</b>	Dr Bond Dr Burnham	Dr Burnham Dr Griffiths	Dr Bond Dr Griffiths	Dr Burnham Dr Griffiths	Dr Bond Dr Burnham	Appointment only Dr Bond Dr Burnham or Dr Griffiths
<b>Morning clinics by appointment</b>	Nurse HCA* Citizens Advice	Nurse HCA*	Nurse HCA*	Nurse HCA* MSK Practitioner	Nurse HCA*	
<b>Afternoon clinics by appointment</b>						
<b>3.30</b>	<b>Urgent Doctor telephone calls</b>					
<b>Some bookable telephone slots 4.00 Face to face 4.30 onwards</b>	Dr Bond Dr Burnham Nurse	Joint Registrar clinic Dr Griffiths Nurse	Dr Bond Dr Griffiths Nurse	Dr Burnham Dr Griffiths Nurse	Dr Burnham Dr Bond Nurse	

\*HCA - Health Care Assistant

### Extended Hours

On Saturday morning the surgery is open between the hours of 8.30 and 11.00am. Please phone the GP at 8.30am if you think you need to be seen.

### Urgent requests for medication

If you find you have run out of medicine and need to place an order urgently, please telephone **01305 848333**.

### Unwanted Medication

If you have unwanted medicines at home: tablets, capsules or liquids, please return these to the Dispensary.