

Contacting us

Puddletown Surgery
Athelhampton Road
Puddletown
Dorset DT2 8FY
Tel (01305) 848333
Fax (01305) 848061

Registering with us

If you live in our practice area and would like to register with us, please either complete and submit a pre-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

Dorset CCG commissions our Out of Hours Service.

Always ring 111. This is the 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 local NHS Services

The Practice is within the area covered by Dorset CCG, Vespasian House, Bridport Road, Dorchester, DT1 1TS.

Telephone 01305 368900.

www.dorset.nhs.uk.

Details of Primary Medical Services may be obtained from Dorset CCG.

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

Athelhampton Road
Puddletown

Partners: Dr Chris Burnham and Dr Jonathan Bond



Tel: 01305 848333

Fax: 01305 848061

E-mail Reception@gp-J81616.nhs.uk

Opening hours: Monday to Friday 8.30 – 6.30 pm

Saturday 8.30 – 11:00 am

(March 2017)

www.puddletownsurgery.co.uk

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, four Primary Care Nurses, a 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 Chiropody, Counselling and Citizens Advice Bureau 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

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**
- **Online booking of appointments**
- **Online ordering of repeat medication**
- **Online access to a summary of your medical record**
- **Surgery Latest News** (useful in the event of an emergency)
- **Email consultation with the Doctors**
- **Subscribe to Practice Newsletter**
- **Access to health information about any topic under the sun!**
- **Downloadable forms for**
 - **Travel vaccinations**
 - **Change of address or personal details**
- **Advice on minor illness and what to keep in your medicine cabinet**
- **Video content about almost any medical condition**
- **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.

Patient Confidentiality

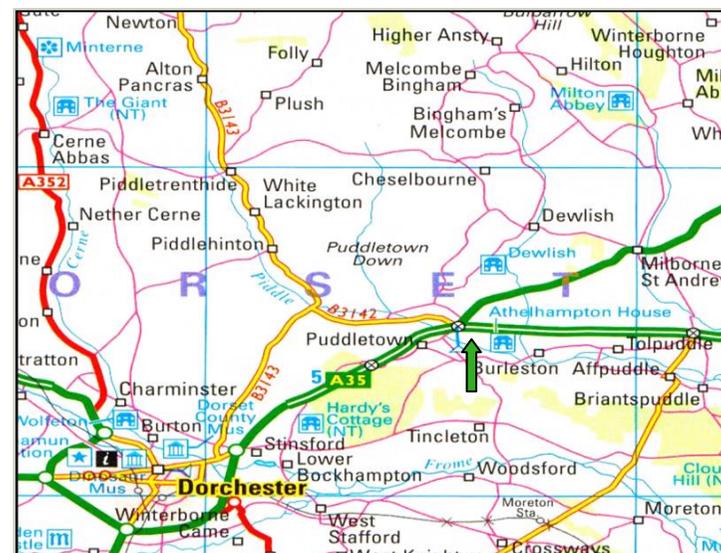
We respect your right to privacy and keep all your health information confidential and secure. Information about you is only available to those involved in your care. You have a right to know what information we hold about you. If you would like to see your records please ask the Practice Manager.

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

The NHS Care Data system extracts information from medical records held here in the Surgery and in other care settings. Your date of birth, postcode, NHS number and gender (NOT your name) will be used to link your records in a secure system managed by the Health & Social Care Information Centre (HSCIC). Once this information has been linked a new record will be created. This new record will not contain information that identifies you. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules.

It is important that you read the leaflet [How information about you helps us to provide better care](#) so that you understand how information in your medical record can be used. These are available from the Surgery. Alternatively visit www.nhs.uk/caredata.

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, including wounds which require stitching.

Antenatal - Monday 1.00 – 2.30 pm

This clinic is run by the Midwives. If you become pregnant you will be given a 'booking' appointment at which the Midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy here at the Practice.

Child Health – Wednesday 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.

Minor Surgery

Minor operations are carried out by the GPs in our Treatment Room. Please discuss this with your Doctor who will then arrange for you to be given an appointment.

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.

Stopping Smoking

Run by our Health Care Assistant, this clinic gives advice and support to patients trying to give up smoking.

Health Checks

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

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

- Be on time for your appointment
- Tell us if you need to cancel your appointment
- Call for a home visit before 10.00 am
- Telephone to speak to the doctor during their phone-in times: 8.30-9.00 am or 3.30– 4.00 pm
- Always telephone for your test results
- 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.

Our Nursing Team

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

Sue Foster (*RGN*), **Sharon Stephenson** (*RGN*), **Carolyn Lewis** (*RGN*), **Karen Terry** (*RGN*) and **Vikki Hargreaves** (*HCA*) provide a full range of nursing services at home and in the surgery.

Reception Staff

Anna Davies, Lorna Chatfield, Zena Woodruff and Lauren Stone.

Dispensary Staff

Deena Ritchie, Sally Lawton, Michele Akers, Holly Herring, Ros Coward and Louise Carter.

Administrative Staff

Ali Harley (Administrator) and Kim Chatt (Secretary)

Marcus Pawson, Practice Manager 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 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 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.

Health Checks

If you have concerns about your general health and would like a health check, please telephone to make an appointment for this with one of our nurses.

Home visits

If you are housebound or too ill to come to the surgery a Doctor will visit you at home. Please ring to request a home visit before 10.00 am (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

Open Morning Surgery (no appointment needed)

Monday – Friday 9.00 – 10.30 am

Saturday 9.00 – 10.00 am

You do not need an appointment to attend morning surgery.

Evening Surgery

Monday – Friday 4.00 – 6.30pm

For an appointment to attend evening surgery, either book online at www.puddletownsurgery.co.uk or telephone Reception between 8.30 am and 6.30 pm.

Telephone consultations

Telephone consultations with the Doctors are available 8.30 – 9.00am and 3.30 – 4.00 pm daily. 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.

The Dispensary is open

Monday – Friday 8.30 am – 6.30 pm

Saturday 8.30 am – 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
- By fax to 01305 848061
- By posting or handing in your repeat order form
- Telephone our 24-hour Dispensary Orderline: **(01305) 849329**

Please order two full working days before you need to collect it.

Practice Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8.30 – 9.00	Doctors available by telephone					
Open Surgery 9.00 – 10.30 No appointment Needed	Dr Bond Dr Burnham	Dr Burnham Dr Griffiths	Dr Bond Dr Burnham	Dr Burnham Dr Griffiths	Dr Bond Dr Burnham	Dr Bond Dr Burnham Or Dr Griffiths
Morning clinics by appointment	Nurse HCA* Citizens Advice Bureau	Nurse HCA*	Nurse HCA* Health Visitor	Nurse HCA*	Nurse HCA* Counselling	
Afternoon clinics by appointment	Midwife	Chiropody				
3.30 – 4.00	Doctors available by telephone					
4.00 – 6.15	Dr Bond Dr Burnham Nurse	Dr Griffiths Nurse	Dr Bond Nurse	Dr Burnham Dr Griffiths Nurse	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. During these times we run an open surgery system, the doctor is seeing patients until 11.00am, but in order to be seen you need to arrive before 10.00am please.

Urgent requests for medication

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

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