

PUDDLETOWN SURGERY

CHRISTMAS NEWSLETTER 2017



Opening Times for Christmas and New Year

The surgery will be closed on
Monday 25th December and Tuesday 26th December
opening as normal on Wednesday 27th December.

Over New Year the surgery will be closed on
Monday 1st January 2018.

If you are unwell while the surgery is closed, always ring **111**.
This is the free NHS number for all urgent calls

Repeat Prescriptions

The weeks leading up to Christmas are the always very busy for our dispensary team.

Please can we ask you to allow a few extra days when ordering and collecting.

Thank you.

The Common Cold

A cold is a mild viral infection of the nose, throat, sinuses and upper airways. It's very common and usually clears up on its own within a week or two. Colds spread most easily among groups of people in constant close contact, such as families and children in school or day care facilities. They're also more frequent during the winter, although it's not clear exactly why.



The main symptoms of a cold include sore throat, a blocked or runny nose, sneezing and cough. More severe symptoms, including a high temperature (fever), headache and aching muscles can also occur, although these tend to be associated more with flu.

What to do

There's no cure for a cold, but you can look after yourself at home by:

- resting, drinking plenty of fluids and eating healthily
- taking over-the-counter painkillers, such as paracetamol or ibuprofen, to reduce any fever or discomfort
- using decongestant sprays or tablets to relieve a blocked nose
- trying remedies such as gargling salt water and sucking on menthol sweets

Many painkillers and decongestants are available from pharmacies without a prescription. They're generally safe for older children and adults to take, but might not be suitable for babies, young children, pregnant women, people with certain underlying health conditions, and those taking certain other medications. Speak to a pharmacist if you're unsure and they will advise you if you need to see a GP.

When to see your GP

If you or your child has a cold, there's usually no need to see your GP as it should clear within a week or two. You only really need to contact your GP if:

- your symptoms persist for more than three weeks
- your symptoms get suddenly worse
- you have breathing difficulties
- you develop complications of a cold, such as chest pain or coughing up bloodstained mucus

It might also be a good idea to see your GP if you're concerned about your baby or an elderly person, or if you have a long-term illness such as a lung condition.

Mile Map

The surgery is keen to promote a health initiative to encourage patients to walk for health. We will be putting up a Mile Map that is purpose made for our village.

There will be a 1 mile or 2 mile route that patients will be able to follow, starting and finishing at the surgery.

Whilst we are happy for walkers to use the surgery car park, we would ask that you respect the need for patients to park here for their appointments.

If the car park is looking busy, please note that free parking along sections of the High Street and Athelhampton Road are available.

Staff news

Our Dispenser Holly has returned after her maternity leave and Louise, who has been covering for Holly, will stay on in Dispensary on a part-time basis.

Sadly we have to say Goodbye to our Senior Receptionist Anna who has been with us now for eight years. Good luck with your future career Anna, we will all miss you.

Saturday mornings

We offer the same as weekday mornings for both the telephone consultations and an Open Surgery session, but please note that you need to book in between 8.30 - 10.00am to make sure you will be seen by a GP.

Please note that the automatic doors will be closed at 11:00am but will still allow those patients who are being seen by the GP to leave.



*The Doctors and staff wish you all a very Happy
Christmas and New Year*





Puddletown Surgery Patient Participation Group

Are you interested in health issues?

Do you want to improve the quality of health care locally?

Then join the surgery's Patient Participation Group.

Due to the retirement of some long-serving members, we now have vacancies for at least three new people. We are a friendly group and would greatly value your help.

For more information contact :

PPG chairman: Jan Hopkin **01305 848486** or jhopkin25@hotmail.co.uk

Practice Manager: Marcus Pawson **01305 848333** or marcus.pawson@dorset.nhs.uk

Friends and Family Test

Thank you so much to those of you who have completed our Friends and Family Test.

We received the following responses:

Month	Number of responses	% likely to recommend
August	8	75
September	11	81
October	17	82

Comments were predominantly positive. However we noted the following:

- Longer appointments with GPs - we follow guidance set out by NHS England that allows for the majority of patients' needs.
- Advise about waiting times during busy morning clinics - the receptionist can tell you how many patients are booked in before you and allowing for ten minutes per patient estimate your waiting time.
- Have more staff in Dispensary during busy times - we have been reviewing staff levels in the Dispensary and looked at such issues as cover during busy periods.



Citizens Advice

Our Citizens Adviser, **Gill King**, is available every Monday morning to see clients either in the Surgery or at home for those not able to get into the Surgery. Simply ask at Reception for an appointment or telephone **01305 848333**.

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

- Debt
- Benefits
- Housing
- Legal issues
- Discrimination
- Employment
- Consumer and money matters
- and any other problem.

Cervical Smear Tests

Cervical Screening is recommended 3-5 yearly for all women aged 25-64 years old. Each year around 3200 women are diagnosed with cervical cancer in the UK. Many of the women who develop cancer have not attended regularly for their cervical smears or have never had one.

Currently 20% of our eligible women are overdue a cervical smear.

Having a smear test should be a simple procedure which should not cause embarrassment or anxiety and should not be uncomfortable.

If you are recalled for a smear test or know that you are overdue, it is extremely important to get this done as soon as possible. If you have any concerns about having a smear taken please feel welcome to discuss this with one of our practice nurses, Sharon, Carolyn or Sue.

Newsletter Delivery

We have a fabulous team of patients who deliver our quarterly newsletter for us. We are currently looking for volunteers to deliver to Druce (8), Piddletrenthide North (14) and Stinsford (7). If you feel that you might be able to help us, please give Ali a ring on **01305 848333**.

If you have a newsletter delivered to your door but would prefer to receive it via email, please go onto our website www.puddletownsurgery.co.uk and click on the green button: **Subscribe to our practice newsletter**. Add your name and email address and then click sign up.

Please also let us know that you have done this, thank you.

Book Sales

So far this year we have been collecting for **NeighbourCar** and raised £600. We are now collecting for the **Dorset Search & Rescue** and have so far raised £108.



Thank you to all those who have donated and purchased books.

We would like to extend special thanks to Diane and Janet who come in regularly to tidy and replace the books to keep the shelves looking fresh and interesting.

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