

PUDDLETOWN SURGERY

SPRING NEWSLETTER 2018

May Bank Holidays

The surgery will be closed on the following Bank Holidays:

Monday 7th May and Monday 28th May.

*If you are unwell while the surgery is closed, ring **111**.*

They will take details of your condition and direct you straight away to the local service that can help you best.

For immediate, life-threatening emergencies, call 999.

Repeat Prescriptions

The dispensary team are extremely busy at this time.

*We need a **full** 48 hours (2 working days) from the day following the receipt of the request to make sure we can have items ready for collection. We do not routinely process such requests on Saturdays.*

Thank you.

New Staff

We welcomed our new receptionist Bev (right) in January. She was already familiar to many patients as she has been helping us for some time in the Dispensary as one of our locum dispensers.



We are also currently interviewing for another receptionist as Zena (left) retires at the end of April. Zena has been a much valued and loyal member of the Surgery team and we wish her the very best in her retirement.



Chloe, our Health Visitor, has applied via the Ballot Entry system for this year's London Marathon and has been selected!

I admire anyone who can run in such events as it is such a commitment with all of the training required from day one. On **22nd April 2018** Chloe will be running in aid of her chosen charity the **National Autistic Society**.

If you would like to sponsor her then please go to the following fundraising link:

www.virginmoneygiving.com/ChloeSusanna

Weldmar Hospicecare – Bubble Rush

The Bubble Rush is back for a second year following its foamtastic debut in 2017 and Karen, one of our fantastic Primary Care Nurses, is taking part!

The 2018 Bubble Rush is on **Sunday May 13th** at **Lodmoor Country Park** in **Weymouth** from **11.30am**.

It is open to the whole family and based over a 4km course. As they pass through the bubble stations, participants will be covered in coloured foam from yellow to pink, green to blue making them feel like they are in a giant washing machine!

More information is available at:

www.weld-hospice.org.uk/events/weldmars-bubble-rush

If you would like to sponsor Karen and to help this worthy cause there is a sponsorship form at the surgery.

Staff Training and Meetings

We often have training sessions or meetings for the whole surgery on Wednesday lunchtimes between 12 - 1pm.

The surgery remains open during these times as we want to remain accessible for patients however it would be very helpful if you could avoid calling in or phoning us at this time so that staff do not have to leave the training session or meeting.

We will of course remain open and attend to you, but it would be helpful.

Many thanks, Marcus

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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
November	27	77%
December	19	73%
January	12	100%
February	14	85%

You may leave feedback each time you visit the surgery and we do encourage you to use this method of letting us know how you feel about the service you are using on that day. Please ask at reception.

Comments were predominantly positive however we noted the following:

- Longer appointment times
- Running late

We empathise with the need for some patients to have longer appointments however we follow the guidance for 10 minute appointments as approved by NHS England allowing for the majority of patient's needs. The GPs will give patients longer wherever possible but cannot always deal with a long list of ailments so may request that you make another appointment to discuss further issues.

We can only apologise if appointments run late but sometimes there may be an emergency that needs urgent attention or a patient just needs that extra time due to their medical condition. Some appointments will need less time and others a little more. We hope that you understand if we are running a little late .

Are you aged 18 or due to start University this year?

We will be starting our annual programme of vaccinating young adults once again from 1st April 2018.

The MenACWY vaccine is highly effective against four different strains of Meningitis.

The following group are eligible:

- 17-18 year olds (born between 01.09.99 and 31.08.00) who are leaving school in summer 2018.
- New university students up to age 25 who start university or further education in autumn 2018.

Please contact the surgery **01305 848333** to make an appointment.

Book Sales

Last year we collected £600 for **NeighbourCar** and £237.47 for the **Dorset Search & Rescue**. We are now supporting **NeighbourCar** again and have collected £180 so far this year.

Thank you to all those who have donated and purchased books. We would like to request please that donated books are of good quality and suitable for re-sale.



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. Thank you.

Online Services

Many of you will be aware that patients are able to request access to a range of services online.

You can:

- make your own appointments with our GPs without having to telephone the surgery
- order your repeat medications
- view your more recent medical records
- have an online consultation with your GP by sending a message about non-urgent enquiries.

If you have not yet heard of this service, then please do pop into the surgery and ask at reception for more information.

To register for online access please remember to bring some proof of residence and photo ID along with you.



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 Stinsford (7) Piddletrenthide North (14) Druce (8) West Stafford (34) and Waterston including Higher and Lower Waterston (22). If you feel that you might be able to help us, please give Ali a ring on **01305 848333**.

Thank you.

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. Please contact reception on **01305 848333** to make an appointment.

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**.