

Autumn



Puddletown Surgery

GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice.

We were delighted that Puddletown Surgery has remained in the **top three** surgeries in Dorset in the recent patient surgery, scoring **98% patient satisfaction for overall patient experience**. A huge thank you to those patients who received and completed the questionnaire.

There were 226 surveys sent out to patients with 112 being returned, which is a 50% completion rate. The results from these surveys showed a 97% easy to contact the practice and 99% helpfulness of reception and admin team. 92% of respondents knew what the next step would be within two days of contacting the GP surgery and 91% found it easy to contact the surgery

using the website. This last point and the feedback from the PPG patient feedback project has led us to completely update our website, **see page 5 for further details**.



We welcome your feedback

Patient feedback is always extremely important to us. Please complete the Friends and Family questionnaire either on the iPad in the surgery waiting room, completing a feedback form and putting it in the box or by completing the form on our website.

Respiratory Syncytial Virus (RSV) Vaccinations

There is a new vaccine available to protect older people from **Respiratory Syncytial Virus (RSV)** a disease which causes many thousands of respiratory infections each winter. The disease can lead to

pneumonia and hospitalization in older people and the very young. We are offering RSV vaccinations to patients aged 75 to 79 initially. Please phone the surgery 01305 848333 to book your appointment.

We hope to get most of our eligible patients vaccinated in September.

Pregnant women (over 28 weeks) will be offered this vaccination by maternity services.

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Winter Vaccination Clinics

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Puddletown PPG asks all the right questions!

Puddletown PPG have embarked on a project to help get vital patient feedback for the surgery. The group have worked with Puddletown GP practice, creating a questionnaire to get information on topics including use of digital health technology, experiences of the surgery, and how patients get information about the practice.

Richard Burden, chair of Puddletown PPG said "We get lots of positive comments from patients about our surgery but wanted to see if there were areas that could be further improved and make sure people continue to get the best service at the surgery.

Our survey is created by patients for patients, asking the questions we feel are important to help understand what people think about the surgery and offer suggestions for the future. Our PPG members have been at the practice helping patients to fill in questionnaires and in one week we collected 79 surveys, which is a fantastic response! We'll be looking to do something similar again soon."

Clare Stickland, Practice Manager said "Patient feedback is so important for our surgery to ensure we provide the right services for our patient population, now and in the future. Our fantastic PPG

played a fundamental role in the design and distribution of the questionnaire, which really helped get a patient-perspective to this project. We will use the results of this survey to help us plan new initiatives and our PPG will be central to this."



PPG : Richard, Gladys, Angie and Victoria

Missed appointments

July's missed appointments:

15 Patients did not attend booked appointments with the Doctors

21 Patients did not attend booked appointments with the Nurses

2 Patients did not attend their appointment with other Health Professionals.

This equates to:

3 hours 45 minutes of wasted GP time

7 hours 10 minutes of wasted Nurse time

1 hour 30 minutes of wasted time for other Health Professionals.

Please let us know if you are unable to attend your appointment so we can offer it to someone who needs it.

Thank you

Are you a Good Neighbour? A plea from NeighbourCar

If you have a car and an hour or two to spare a week, or even a month, you could help neighbours who have no transport - by driving them to their health-related appointments.

NeighbourCar is looking for volunteers to provide transport to support the older and vulnerable patients of Puddletown Surgery. Most journeys are to the Surgery in Puddletown or to hospital, dental or optician appointments in Dorchester. NeighbourCar was set up almost 15 years ago, but it is now seriously short of drivers. One

day it maybe you or a family member who needs transport so please help us continue.

Journeys are usually Mondays to Fridays but as the NHS is a 7-day week service occasionally we are asked to take clients to Dorset County Hospital at a weekend. BUT this service is entirely voluntary, and you commit to nothing when you join us. You can always tell us you are busy when we call.

Most car insurers recognize that people want to help their community provided they are not profiting from the journeys. Users of

the service reimburse YOU for the fuel costs at the Government rate of 50p per mile with mileage starting and finishing from your home.



If you would like to offer your help and be a good neighbour please contact the surgery and we will give you the NeighbourCar details.

Winter vaccinations: who should have it this winter and why

Winter vaccinations provide the best protection against an unpredictable Flu virus and new variants of Covid which infects many people and can cause serious illness and death each year. With Covid still in circulation it is important to reduce the number of those becoming ill this winter to help protect them, the NHS and social care services. Research also shows that if you get both Flu and Covid at the same time you may be more seriously ill.

Public Health England has updated its guidance for the 2024/25 Winter vaccination season. This guidance explains to patients how they can help protect

themselves and their children against Flu and Covid this winter. It includes information for children, eligible adults and pregnant women and details why it's very important that people at increased risk from Flu and Covid, or who care for someone vulnerable, have their free vaccinations every year.

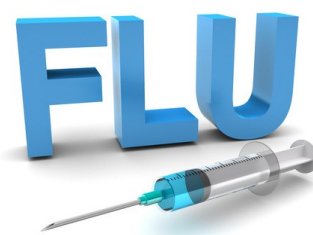
We will be sending a text to patients who are eligible for their Winter Vaccinations which includes a link for you to be able to book your own appointment without having to phone the surgery.

Please use this link if you are able to as it saves valuable surgery time.

If you are unable to use the link sent to you or do not use a mobile phone then please telephone Reception on **01305 848333 after 10.00am** on any week day to book your appointment .

Details will also be on our website: **www.puddletownsurgery.co.uk**

Please let us know if you do have your vaccine elsewhere and we will record this on your medical record.



Clinic dates

Over 65s:

Friday 4th October	3.00 - 5.25 pm
Saturday 5th October	8.30 - 11.50 am
Friday 11th October	3.00 - 6.00 pm
Saturday 12th October	8.30 - 11.50 am
Saturday 19th October	8.30 - 11.50 am
Friday 25th October	3.00 - 4.00 pm
Saturday 26th October	8.30 am - 2.00 pm

Under 65s:

Friday 4th October	5.30 - 6.00 pm
Saturday 5th October	12.00 - 1.30 pm
Saturday 12th October	12.00 - 1.30 pm
Saturday 19th October	12.00 - 1.30 pm
Friday 25th October	4.00 - 6.00 pm

Children's Flu clinics

Eligible Children include:

- all children aged 2 or 3 years on 31 August 2024
- All children in school years Reception to year 11 (inclusive) - will be given at school.

Parents have the option to have their children in 'at risk' groups vaccinated at the surgery.

Children's Flu clinic dates:

Monday 30th September 3.30 - 4.30 pm
Wednesday 2nd October 9.00 - 10.30 am
Tuesday 8th October 9.30 - 11.00 am
Thursday 17th October 9.30 - 10.30 am

There may be more clinics added if necessary.

It's time to get online

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the **Google Play** or **App store**.

What you can do with the NHS App

You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions
 - book and manage appointments
 - view your GP health record
- register your organ donation decision
 - choose how the NHS uses your data
 - view your NHS number (find out what your NHS number is)
 - use NHS 111 online to answer questions and get instant advice or medical help near you

to see information like your allergies and medicines

Our Primary Care Network Digital Team will be running a Digital Support Session on **Friday 13th September** to support our patients to use online services. Please contact the surgery for further information or to book an appointment.



NHS App - Patient Contact details

In line with continued efforts to improve patient contact details, NHS England will shortly begin contacting a small number of patients with out-of-date contact details via the NHS App to request that they update their information.

Patients who need to take action will be prompted to update their email address and/or mobile number in the NHS App. This will help to eliminate bounce-back messages and reduce the number of missed appointments.

GP practices have been asked to encourage patients to download the NHS App and to turn on notifications and manage their own details online.

If you are an NHS App user and are contacted about this please update your details as requested,

Dispensary News


In line with NHS England recommendations, NHS Dorset has asked GP teams to stop prescribing medicine and treatment for 35 minor conditions listed on this page. This allows GPs to focus on caring for people who have more complex needs.

NHS Dorset wants people to have the confidence to look after themselves where they can. This gives people greater control of their health without the need to visit their GP for minor conditions.

Your GP will not generally give you a prescription for over the counter

medicines for a range of minor health concerns, even if you qualify for free prescriptions. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.



#HelpYourNHS

Prescriptions for 35 minor conditions are no longer available in Dorset.

This includes coughs, colds, mild hay fever and indigestion.

Visit your pharmacy or supermarket instead.

nhsdorset.nhs.uk/helpyournhs

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We are pleased to share with you that we have launched our new website. We hope that it is more user friendly than our old one. The website contains lots of useful information for patients so please do take a look.

<https://www.puddletownsurgery.co.uk>

Dorset Citizens Advice

Your local citizens advice can offer you impartial, confidential, and free advice on a range of issues that you may face. These might be specialist advice in key areas such as employment, housing, debt and access to benefits.

Face to face appointments are available at the surgery to see Gill on a Monday morning. Please call the surgery to book an appointment.



Staff News

We are all very sad to say goodbye to Nurse Karen. She has worked at the surgery for 7 years and will be missed by all of the staff and patients. Karen is off to start a new life in Devon with her family. We wish her every success.



raising a small family, I commenced my nursing journey studying at Bournemouth University. Upon qualifying I became a Registered Adult Nurse and since then I have worked for local trusts in trauma assessment, dermatology, and district nursing. I hope to meet everyone soon either on my rounds in the community or in the surgery.'

Dr Ikpat writes:

'I am originally from Nigeria and I relocated to the United Kingdom 2 years ago.

I live in Dorchester, I am married with two daughters. I love drawing, travelling and taking walks with my family.

I have been a qualified medical doctor for over ten years and have experience in the following specialties paediatrics, elderly care medicine, palliative medicine and my last rotation at Dorset County Hospital was in cardiology.'



We would like to welcome a new nurse to the team, Helen Buss who writes:

'I am very excited to be joining Puddletown Surgery as a member of the Integrated Primary Care Nurse Team. After



We also welcome a new GP Registrar, Dr Felicia Ikpat, who joins us at Puddletown for her final year of

GP training.