

Puddletown Surgery

Autumn 2026 Newsletter



Message from Clare, Practice Manager

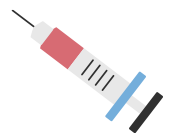
As we enjoy the last of the summer sunshine, it's hard to believe that winter is just around the corner. With the seasons changing, we're also moving into our winter vaccination season, so there's plenty happening behind the scenes at the practice. Our newsletter will keep you up to date with what's happening at the practice, along with useful information and some important reminders as we prepare for the winter months. So, while the sunshine is still with us, take a moment to have a read and see what's new.

AUTUMN FLU AND COVID VACCINATION CLINICS

We are pleased to offer our autumn flu and COVID-19 vaccinations again this year. Vaccination helps protect you and those around you from serious illness during the colder months. Clinic dates are



**Thursday 1st October
Saturday 3rd October
Tuesday 6th October
Wednesday 7th October
Saturday 10th October
Tuesday 13th October
Saturday 17th October**



Appointments will be bookable from

9th September

If you are eligible, and we have consent, we will also be sending out a link to book via your mobile phone over the next few weeks. Please keep an eye out for your invitation and book your appointment as soon as you can.

Thank you for helping us protect our patients and our wider community this autumn.

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Hello
Autumn

DO WE HAVE YOUR CORRECT CONTACT DETAILS?

Have you changed your phone number, email address or home address?

Do you no longer have a landline?

If any of your contact details have changed, please let us know by calling 01305 848333 so we can update your records.

Keeping your details up to date means you can receive reminders for appointments as well as being able to contact you quickly and provide the right support when you need it.

Thank you for helping us keep your records up to date.

**View
messages
about your
care in the
NHS App**



NHS APP MESSAGING SERVICE

The NHS App messaging service provides a secure inbox that enables patients to receive messages from health and care services via the NHS App, instead of SMS (text message) or letter. Patients will get a notification from the NHS App when they receive a message in their secure inbox, if they have notifications enabled on their device. Messages currently going through to the NHS App include screening invitations, vaccination invitations and hospital appointments. We recommend you switch on NHS App notifications on your device.

CALLING THE SURGERY

To help us manage high call volumes, we kindly ask patients to avoid calling to book routine appointments or admin queries between 8:30–9:00am and 3:30–4:00pm.

Thank you for your understanding and cooperation.

MISSED APPOINTMENTS



**KEEP IT.
CANCEL IT.
DON'T
WASTE IT!**

IN 2026 SO FAR

307

APPOINTMENTS WERE MISSED

THATS

3 DAYS

14 HOURS AND

50 MINUTES

WASTED

Please let us know if you no longer need your appointment so someone else can use it

GP APPOINTMENTS

We understand that you may have a GP you usually prefer to see. We will always try to accommodate this where possible. However, depending on availability and the reason for your appointment, you may be offered an appointment with another GP or a GP Registrar. As a GP training practice, we regularly have GP Registrars working with us. A GP Registrar is a fully qualified doctor who is completing specialist training to become a GP. They have completed medical school and their initial postgraduate training and are continuing to develop their skills in general practice. GP Registrars are qualified to assess and treat patients, prescribe medicines, make diagnoses and refer patients to other services. They work closely with our experienced GP trainers and have appropriate supervision and support throughout their training.

If you are offered an appointment with a GP Registrar, you can be confident that you will receive safe, high-quality care. Choosing an appointment with a GP Registrar may also help you to be seen sooner.



Self-care

Hangovers. Coughs. Colds.
Bruises and grazes. Small cuts.



GP advice

Persistent symptoms. Chronic
pain. Long-term conditions.



NHS 111

Feeling unwell? Need medical
advice? No GP to call?



Minor injuries

Breaks and sprains. Minor burns and
wound infections. Cuts and grazes.



Pharmacy

Minor ailments. Bites and stings.
Upset stomach. Medication advice.

999

A&E or 999

Choking. Severe chest pain.
Breathing difficulties. Blood loss.

LEG ULCER AWARENESS

Leg ulcers are more common in people who have problems with the blood flow in their legs. You may be at higher risk if you have varicose veins, swollen legs, diabetes, poor circulation, or have had a previous leg ulcer. Being less mobile or spending long periods sitting or standing can also increase your risk.

If you notice a wound that is not healing, swelling, changes in skin colour, or any signs of infection, please contact the practice for advice. If you have previously had a leg ulcer, attending your regular reviews and following any advice about compression or circulation can help reduce the risk of it returning.

LOOKING AFTER YOUR HEALTH THIS AUTUMN

As the days get shorter and the evenings become darker, it can be more difficult to stay active and maintain healthy routines. Keeping active, eating a balanced diet and maintaining a healthy weight can help reduce the risk of a number of long-term health conditions. Small, sustainable changes can make a positive difference to your health, and there is no need to make major changes all at once.

The change in seasons can also affect our mental wellbeing. Where possible, try to get outside during daylight hours, stay connected with family and friends and make time for activities you enjoy. If you notice that you are feeling low, anxious or finding things difficult to manage, please speak to someone you trust or contact the practice for advice and support. Seeking help early can make a difference.

DO YOU LIVE WITH A LONG TERM CONDITION SUCH AS ASTHMA, COPD OR DIABETES?

Regular reviews are an important part of managing a long-term health condition. They give you and your healthcare team an opportunity to check how you are doing, review your treatment and any medication, and identify any changes or concerns early. When you receive an invitation for your review, please book your appointment as soon as you can.

Even if you feel well, attending your review helps us make sure you are receiving the right care and that your treatment remains appropriate for you.

DISPENSARY INFORMATION

MEDICATION COLLECTION – IDENTITY CHECK REMINDER

To help keep everyone safe and ensure the correct medication is always given to the right person, we kindly ask patients to confirm three pieces of personal information when collecting prescriptions from the dispensary. This may include your full name, date of birth, and address.

These simple checks are an important safeguard and help us prevent errors, especially when names or prescriptions are similar. We appreciate your understanding and cooperation—these extra moments of verification play a vital role in maintaining patient safety and ensuring your medication is dispensed accurately every time.

MEDICATION REVIEWS

Medication reviews will usually be arranged as face to face appointments. By meeting with your doctor in person, we can:

- Ensure you receive the most accurate and personalised care
- Monitor your medications safely and effectively

We appreciate your cooperation and understanding as we continue to provide safe, high-quality care for all our patients

DISPENSARY CLOSURES

The dispensary will be closed on the following **WEDNESDAYS** BETWEEN **12:15 AND 1:15** for staff training

2ND SEPTEMBER
16TH SEPTEMBER
7TH OCTOBER
21ST OCTOBER
18TH NOVEMBER
2ND DECEMBER

STAFF CHANGES

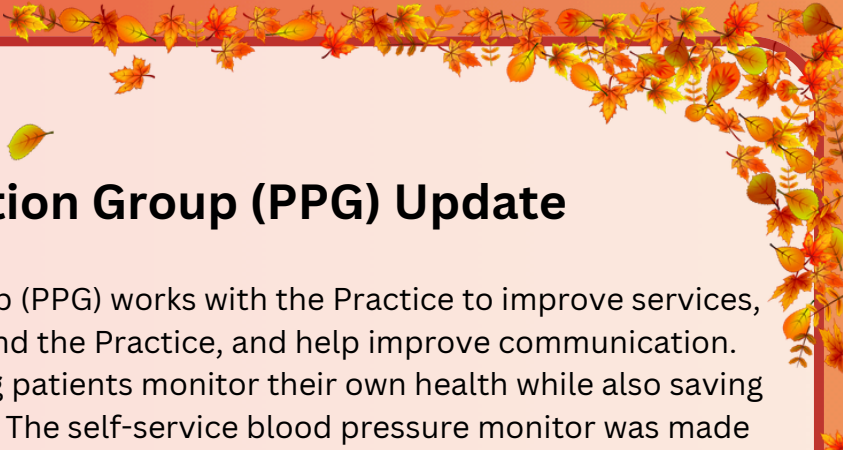
This October, we'll be saying goodbye to one of our dispensers, Sally, who will be leaving us after an incredible 20 years at Puddletown Surgery.

We would like to take this opportunity to thank Sally for her outstanding length of service and for the contribution she has made to our team over the years. We wish her all the very best for her next chapter and hope she enjoys whatever comes next.

In the meantime, interviews are already underway for Sally's replacement, and we look forward to introducing you to the newest member of our dispensary team in due course

**DISPENSARY WILL ONLY BE OPEN USUAL HOURS DURING
SATURDAY FLU & COVID CLINICS.
PLEASE COME BEFORE 11 AM IF YOU WISH TO
COLLECT MEDICATION ON THESE DAYS**





Patient Participation Group (PPG) Update

The Surgery's Patient Participation Group (PPG) works with the Practice to improve services, strengthen the link between patients and the Practice, and help improve communication. One example of the PPG's work is helping patients monitor their own health while also saving valuable healthcare professionals' time. The self-service blood pressure monitor was made possible through funds raised by patients, with the fundraising organised and supported by the PPG, along with help from the Rotary and Lions Clubs. This shows what can be achieved when patients and the local community work together.

We are now looking at other ways to improve the patient experience and support the Practice. This may include helping to provide additional monitoring and testing equipment, especially where this could reduce the need for hospital visits.

We are also exploring ways to make the reception and waiting areas more comfortable and welcoming. Ideas include future improvements such as air conditioning, as well as more immediate items such as a chilled water dispenser. We are also considering health and wellbeing sessions led by healthcare professionals, providing useful advice and information to help patients stay healthy.

To help support future projects, the PPG will be taking part in the Rotary Club Christmas Draw this autumn. We would be very grateful if you could support us by buying a few raffle tickets.

Tickets will be available during the winter vaccination clinics and at selected Open Morning Surgery Sessions.

We would love to hear your ideas. If you have suggestions for ways to improve the Surgery, support patients, or ideas for future fundraising activities, please let a member of the PPG know or email the PPG at puddletownppg@outlook.com. Together, we can continue to make a positive difference for patients and the Practice.

Deputy Chair Vacancy

We are currently looking for a Deputy Chair to support the Chair and help guide the group's activities. This is a voluntary role and would suit someone who:

- Is passionate about improving local healthcare services
- Can attend regular PPG meetings (usually quarterly)
- Is a good communicator and team player
- Is willing to support group initiatives

The Deputy Chair supports the Chair in leading meetings and may step in when the Chair is unavailable. This is a valuable opportunity to have a positive impact on your local GP services and ensure patient voices are heard.

If you are interested or would like more information about what the role involves, please contact puddletownppg@outlook.com.



Winter Vaccine Eligibility

Flu Eligible Groups from 1 September 2026

- Pregnant women
- All children aged 2 or 3 years on 31 August 2026
- Primary and secondary school-aged children (from Reception up to Year 11-(will be given at school)
- Children aged 6 months to under 18 years in clinical risk groups (If not given at school)

Eligible Groups from 1 October 2026

- Individuals 65 and over (by 31 March 2027), and those aged 18-64 in clinical risk groups
- People experiencing homelessness (16+)
- Care home residents, carers, and close contacts of immunocompromised individuals
- Frontline social care workers

Covid Eligibility Criteria 2026

- Adults aged 75 years and over
- Residents in a care home for older adults
- Individuals aged 6 months and over with immunosuppression or a weakened immune system

How well the flu vaccine works and how long it lasts

The flu vaccine aims to protect you against the most common types of flu viruses.

There's still a chance you might get flu after getting vaccinated, but it's likely to be milder and not last as long.

The vaccine usually takes up to 14 days to work.

Protection from the flu vaccine goes down with time and the types of flu virus the vaccine protects against are updated each year. This is why it's important to get the flu vaccine every year.