

Spring 2025

Puddletown Surgery Spring Newsletter

NEW Blood Pressure Machine in Waiting Room

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We are very excited to announce that the new Blood Pressure Machine is now installed at the end of the waiting room and patients can use it anytime or when they are waiting for an appointment. It is easy to use and there is a full list of instructions next to the machine. You can give your print out, once you have added your name and date of birth, to the reception team who will add the reading to your medical records.

The money was raised by the Patient Participation Group selling raffle tickets in conjunction with The Casterbridge Rotary Club during the Winter Flu clinics, and The Lions Club, Dorchester and district, donated money for a chair for patients to use when using the machine.

We had a grand opening ceremony on Friday 28th February attended by the PPG, representatives from The Lions Club and Casterbridge Rotary Club as well as the doctors and nurses from the surgery.



Waiting Room Blood Pressure Monitor



PPG, Lions and Rotary club members



GPs, Nurses and Rotary Club representative

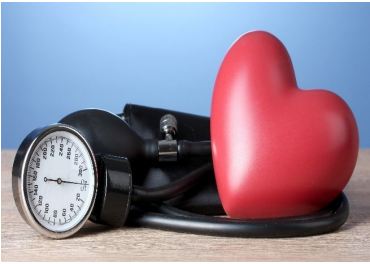
Easter Opening Hours

We shall be closed on:

Friday 18th April (Good Friday)
Saturday 19th April (Easter Saturday)
and
Monday 21st April (Easter Monday).

In an emergency please phone 111

High Blood Pressure - why it matters to you



When your heart beats, it pumps blood around your body to give it the energy and oxygen it needs. As the blood moves, it pushes against the sides of the blood vessels. The strength of this pushing is your blood pressure.

If your blood pressure is too high, it puts extra strain on your heart and blood vessels. This is called high blood pressure, or hypertension. The good news is there are lots of things you can do to lower it.

High blood pressure is very common, about a third of adults in the UK have it, but many aren't aware of it. It doesn't usually have any symptoms so the only way to know you have it is to have a blood pressure check.

High blood pressure puts an extra strain on your heart and blood vessels, which can

damage them and make them weaker. Over time, this can lead to health problems including heart attacks, heart failure, stroke, some forms of dementia, kidney disease and peripheral arterial disease.

If you have other health problems as well as high blood pressure, such as diabetes or high cholesterol, this makes serious health problems in the future more likely, making it more important to take steps to lower your blood pressure.

The higher your blood pressure, the higher your

risk of health problems, and lowering it is one of the best things you can do for your health. Even a small change – lowering the top number by 10mmHg lowers the risk of a heart attack or stroke by 20%.

Knowing your blood pressure numbers is the first step to a long and healthy life. Along with other tests such as your blood cholesterol, they're a sign of how healthy you are overall, and whether your heart and blood vessels are in good health. Think of a blood pressure check as part of an MOT for your body.

Introducing Marina Mendes - Clinical Pharmacist

I am a clinical prescriber pharmacist currently collaborating with Puddletown Surgery.

I am deeply passionate about supporting people in living healthier and more independent lives. My motivation stems from helping patients improve their well-being, enhance their quality of life, and prevent serious cardiovascular conditions

such as strokes and heart attacks.

In my role, I assist practices and community pharmacies with medication management, long-term condition care, and ensuring patient safety. I conduct thorough medication reviews with specific patients, focusing primarily on those with heart conditions, high blood pressure, strokes, and

diabetes. My main aim is to help you improve blood pressure, manage cholesterol levels, and promote self-awareness and self-management.

As part of our efforts to enhance patient care, I encourage patients to make use of the new blood pressure monitoring machine located in the waiting room, or to try our digital tool, the **Viso** app.



This service is free of charge and has been well-received by our patients so far.

I look forward to supporting you on your journey to better health and wellness.

Social Prescribing

Did you know Puddletown offers a FREE social prescribing service?

Social Prescribers support people with their emotional health and wellbeing needs to enable them to live happier, healthier lives.

Our Social Prescriber, Lauren, works with individuals to identify health, social or wellbeing goals and the actions needed to achieve them. The social prescriber may then offer referrals or support engagement with statutory services or community groups for practical and emotional support.

Types of support we can help people access:

- Housing
- Exercise groups/classes
- Financial issues
- Stop smoking services
- Carer support
- Weight loss support
- Befriending
- Referrals to food banks
- Health coach referrals
- Digital Support
- Local community groups and volunteering
- Bereavement support
- Mental health peer support
- Condition specific support

Musculoskeletal Practitioner (formerly First Contact Physiotherapist)

The role of our Musculoskeletal Practitioner, Rosie, in the surgery is to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management pathway. MSK Practitioners are physiotherapists with expertise in the assessment and management of musculoskeletal conditions.

The Musculoskeletal Practitioner can

- Assess you and diagnose what’s happening
- Give expert advice on how best to manage your condition
- Recommend exercises and other approaches to deal with the issue
- Refer you on to specialist services if necessary.

You can see the Musculoskeletal Practitioner with any of the following:

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone, such as tennis elbow, carpal tunnel syndrome and ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, such as pins and needles or numbness



Digital Campaign

Starting this April the surgery will be running a digital campaign to ensure that the data we hold on your medical records is correct. This will be a two pronged approach.

Firstly those people who are signed up to receive texts from us will get a text with a digital questionnaire to complete. The questions will cover things such as whether you are a carer, have ever served in the armed forces, your ability to use technology and the NHS app as well as your ethnicity

and lifestyle. It is also an opportunity to make sure that we have the correct contact details for you.

The text will come from **NHS no reply** with a link to the questionnaire. You will need to use your date of birth to open the link and the information you give us will go straight onto your medical records.

Secondly there will be paper copies to complete at the surgery, please ask at reception. Members of the Patient Participation Group have kindly volunteered to

help patients complete the questionnaire and may be helping out during Open Morning Surgery.

The information we get from this campaign may help you get faster access to health care if you have served in the forces or if you are a carer you may be able to get more support.



Please remember when you change any of your contact details such as email address or telephone numbers to let the surgery know. This is important information enabling the ambulance service or hospital to contact you. It is also useful for us to have up to date details of your next of kin for the same reason.

Dispensary—Easter Dates

For the Dispensary staff to continue to provide you with a safe and efficient service, we ask for **THREE FULL** working days (after the day you order, for example order Monday collect Thursday) and bearing in mind when the dispensary is closed we roll over to the next working day.

The answerphone is checked twice a day at 11am and 4pm.

Please see the table for Easter collection times:

HANDED IN	COLLECTION DATE
Friday 11th April	Wednesday 16th April
Monday 14th April	Thursday 17th April
Tuesday 15th April	Tuesday 22nd April
Wednesday 16th April	Wednesday 23rd April
Thursday 17th April	Thursday 24th April
Friday 18th - Monday 21st April	Friday 25th April
Tuesday 22nd April	Friday 25th April
Wednesday 23rd April	Tuesday 29th April

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The surgery website www.puddletownsurgery.co.uk has links to other NHS websites with information about your health. You can also use the eConsult facility for a question to your GP or to request a sick note. There are also forms to register at the surgery and to submit your travel forms for travelling abroad.

Can you help NeighbourCar?

Puddletown NeighbourCar service started about fifteen years ago and provides patients with transport to medical appointments. Some of the volunteers have been with the service since it started now we require some new volunteers to ensure that it can continue. There are several ways in which you can help, and the commitment is not onerous.

NeighbourCar would like to hear from anyone who has a car and a few hours a month to spare. Most journeys are local but sometimes we are asked to take clients to hospitals such as Salisbury or Southampton. Volunteer drivers are paid for their mileage and the clients are so appreciative of the support of a local volunteer. How would you feel if you, or your elderly relative, had to

take a train or taxi to an appointment at Southampton General Hospital? As a volunteer driver you have no fixed commitment and can always say you are not available.

Other roles within the NeighbourCar organisation are Journey Coordinators, Secretary and Treasurer. Currently there are three coordinators who take responsibility, on a week at a time basis, to match journeys with drivers. This does not take up much time and can easily be fitted in around work or a family.

The Secretary moved from Dorset almost three years ago but has continued to support NeighbourCar and the Treasurer is also in the process of moving away. Do you have some computer skills and any free time to take on these important roles?



Puddletown NeighbourCar is envied by patients from other local surgeries, please ensure that it continues.

For more information please contact Terri Gill:

theresamgill@icloud.com

New Phone System



We are getting a new phone system shortly which hopefully shouldn't impact on patients but make our lives easier. There may be some teething problems so please bear with us as we try to get used to the new system.

The phone in times for doctors is still **8.30am** and **3.30pm** and you can still call the surgery throughout the day to book appointments etc.