

Autumn 2025



Puddletown Surgery

Recorded Telephone Calls

All incoming and outgoing telephone calls to and from the Practice are recorded for the following purposes:

- **Staff Training:** Recordings may be used to support staff training. In these cases, transcripts are created that do not contain any patient-identifiable or sensitive information.
- **Complaint Resolution:** Recordings help us gather accurate information in the event of a complaint.
- **Medico-Legal Purposes:** Recordings may be used to provide evidence where required for legal or regulatory purposes.

- **Quality Assurance:** Recordings enable us to audit our services and make improvements where necessary.

Access to recordings is strictly limited to the Practice management team and only where necessary. All recordings are stored in accordance with the NHS Records Management Code of Practice Retention Schedule, after which they are securely deleted.



Are you running late?



Our Nurse Clinics are very busy and the blood clinic appointments are only ten minutes long, so being even five minutes late can have

a big impact on the nurse's time.

If you arrive late, please check in at reception, who will confirm with your Health Care Professional whether you can still be seen.

If you are stuck in traffic and will be more than two minutes late, please call us (hands-free) to check if your

appointment can go ahead.

If we can't accommodate you, we will try to arrange an alternative appointment - either the same day or at your convenience.

Thank you for your understanding.

Joanne Miller, Nurse Team Lead

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Winter Vaccination Clinics

- Dates for all the clinics
- How to book your appointment
- What you should know
- Children's Flu clinic dates

Are you a Good Neighbour? A plea from NeighbourCar

Puddletown NeighbourCar urgently needs some volunteers to keep this vital service running. Have you recently retired or moved to the area? Or are you a stay-at-home parent or carer? Whatever your circumstances there are a range of opportunities for you to help your neighbours without having to commit to the routine of regular hours.

We need a treasurer to keep an eye on our accounts which are very simple. If you are confident with figures and familiar with online banking this could be a role for you. All transactions are online so there is no "handling of cash". Income is generated from the book sales at the Surgery and the registration fee paid by new clients as

they join the scheme. Normal expenditure consists of two payments to cover the telephone system and the public liability insurance.

The current secretary has been in post for about 7 years but now lives out of Dorset and feels that the this role would be best undertaken by someone living in the area. It is not an onerous task, taking on average only about one hour a week, to keep the client list and diary up to date but it does require a basic knowledge of Word and Excel.



Puddletown NeighbourCar always needs volunteer drivers and coordinators to allocate drivers to journeys. Last year patients of Puddletown Surgery were conveyed to about 250 medical or dental appointments, both locally and further afield, travelling a total of approximately 2500 miles.

Without new volunteers this vital resource will be lost so **PLEASE** consider offering your help.

Contact Theresa Gill for more information or to arrange an informal discussion.

Email
theresamgill@icloud.com

Missed appointments

July's missed appointments:

15 Patients did not attend booked appointments with the Doctors.

19 Patients did not attend booked appointments with the Nurses.

1 Patient did not attend booked appointments with other Healthcare Professionals.



This equates to:

4 hours of wasted GP time.

6 hours 20 minutes of wasted Nurse time.

20 minutes of wasted other Healthcare Professionals' time.

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

Winter vaccinations: Stay protected this winter!

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.

Flu Vaccine Eligibility

From 1 September 2025:

- Pregnant women
- Children aged 2 or 3 years (as of 31 August 2025)
- Children 6 months to under 18 years in clinical risk groups (as per Green Book guidance)

From 1 October 2025:

- Adults aged 65 years and over (including those aged 64 turning 65 by 31 March 2026)
- Adults aged 18 to under 65 in clinical risk groups
- Carers (those receiving carer's allowance or main carers of older/

disabled people)

- Close contacts of immunocompromised individuals
- Frontline social care workers without occupational health provision (e.g. care homes, domiciliary care, hospices)
- Frontline healthcare workers (clinical and non-clinical, with patient contact)
- Social care workers directly caring for clinically vulnerable individuals

Covid vaccination eligibility has been reviewed and will only be offered in England in autumn 2025 to:

- adults aged 75 years and over
- residents in a care home for older adults
- some individuals aged 6 months and over who are immunosuppressed

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.

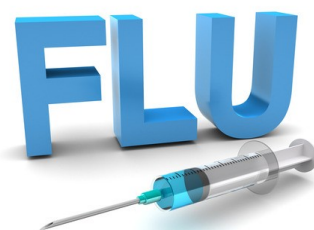
Please use this link if you are able to as it saves valuable surgery time.

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

Date	Time	Clinic type			
Friday 3rd October	15.00 to 18.30	Flu only	Under 65s	65 to 75s	
Saturday 4th October	8.30 to 12.30	Covid and Flu	Under 65s	65 to 75s	Over 75s
Thursday 9th October	9.00 to 12.00	Flu only		65 to 75s	
Saturday 11th October	8.30 to 12.30	Covid and Flu	Under 65s	65 to 75s	Over 75s
	8.30 to 12.30	Flu only	Under 65s	65 to 75s	
Saturday 18th October	8.30 to 12.30	Covid and Flu	Under 65s	65 to 75s	Over 75s
	8.30 to 12.30	Flu only	Under 65s	65 to 75s	
Thursday 23rd October	9.00 to 12.30	Flu only		65 to 75s	
	2.30 to 18.00	Flu only	Under 65s		
Friday 24th October	9.00 to 12.30	Flu only		65 to 75s	

Using the NHS App

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 to see information like your allergies and medicines
- 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



Children's Flu clinics

Eligible Children include:

- all children aged 2 or 3 years on 31 August 2025
- 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:

Wednesday 17th September 9.00 to 10.20am

Thursday 18th September 14.30 to 15.20pm

Monday 22nd September 9.30 to 10.40am

More clinics may be added as required.




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.



#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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Have you checked out our website yet? There is all sorts of information about the services we offer and links to NHS websites to help with questions about your health, children's health and much more.

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

Staff News

Bev, who worked as an Administrator and Secretary, left us in April for pastures new.



Bev



Lauren, who works as an HCA and is one of the Practices Social Prescribers is leaving for a career change in August.

Lauren

Jacqui, Administrator and Secretary, is retiring at the end of October and taking on the role of grandmother in November! Good Luck Jac!



Jac

We wish you all well in the years ahead and thank you from all of us.



Zoe

New staff joining the surgery include Zoe, who some of you may have met last year when she was a student nurse with us, is joining the Nurse team in September.



Kate T

Emmylou joined the Admin team in July and Kate Trevett, who many of you will know from her various roles in the surgery, will be taking on the role of Admin Team Lead.



Emmylou

We are currently recruiting for new administrator/receptionist for our admin team.



Vicky

The surgery is also supporting Vicky, one of the HCAs, to undertake her Registered Nurse Degree apprenticeship, which starts this September. Good luck Vicky!

And finally...

We would like to share the news that Kim our long-serving Admin Team Lead/Medical Secretary, will be retiring at the end of October after eleven and a half years of dedicated service to the Practice.

Kim has played a key role in supporting the smooth running of the Practice and has contributed greatly to the care and service we provide to our patients



Kim

While we are sad to see her go, we are incredibly grateful for her years of hard work and dedication. On behalf of everyone at the Practice, we wish Kim a very happy, healthy, and well-deserved retirement.

Thank you for your kind words. I have enjoyed my time at the surgery and will miss you all. This is my last newsletter and I am handing it over to Kate Trevett. Kim