

Puddletown Surgery

Winter Newsletter



Message from Clare, Practice Manager

This edition marks the beginning of a new chapter for our team. Over the past few months, we've said heartfelt goodbyes to several much-loved colleagues whose contributions have shaped our service for many years. Kim has retired after an incredible 11 years of dedication, Jacqui has stepped into retirement to enjoy precious time with her new grandchild, and after 13 years with us, Holly has moved on to embark on an exciting new adventure in a completely different field. We are deeply grateful for everything they have brought to our team, and we wish each of them every happiness in the next stage of their journeys.

As we turn the page, we're also delighted to welcome back some familiar faces. Kate has returned as our Admin Team Lead, and Lauren has rejoined us as a Social Prescriber. We are also pleased to introduce our new Dispenser, Helen, along with Karen, who has joined our admin team. Looking ahead to the new year, we will be saying goodbye to Carolyn as she begins her well-earned retirement. We also look forward to welcoming a new nurse Giselle who will be joining us shortly. Thank you for your support as we navigate these transitions. We're excited for what the future holds and remain committed to providing the highest standard of care and support.

Polite note from Dispensary

As we head into the festive period, please take a moment to check your medication supplies so you don't run out. Only order what you actually need, ordering too much can lead to waste and put extra pressure on the system.

Try not to order too early, and remember to leave a bit of extra time for your prescription to be ready.

A quick check of what you already have before requesting a repeat can make a big difference. Thank you for helping us keep things running smoothly and making sure everyone can get their medicines when they need them.



Please see our noticeboard or Facebook page for medication collection dates.

Christmas Hours

The surgery will be closed:
Christmas Day - 25th December,
Boxing Day - 26th December,
Saturday 27th December,
New Years Day - 1st January

Closed

If you need medical help while we are unavailable, please use the following options:

- For urgent medical advice: Call NHS 111 or visit 111.nhs.uk.
- For a medical emergency: Call 999 or go to your nearest A&E.
- For minor illnesses: Your local pharmacy may be able to help with quick advice and treatment.

Merry
CHRISTMAS!

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Men's Health



This November Dr Bond has participated in Movember.

Movember is the leading charity changing the face of men's health with a particular focus on mental health, prostate and testicular cancer.

Movember is more than just growing a moustache, it's raising vital funds and sparking conversations that can save lives.

Citizens Advice

You may be aware, due to Dorset ICB stopping funding the Citizens Advice will no longer be offering weekly visits to our Surgery.

Ongoing cases

For existing clients with ongoing casework, Citizens Advice are continuing to work alongside them and are progressing towards the completion of the support being provided.

Still need support?

You can still access free, confidential, impartial, and independent advice through the following methods:

- By Phone: Call the Freephone Dorset Adviceline on 0800 144 8848 to speak with an adviser.
- By Email: Send your query via email to advice-dorch@centralca.org.uk.
- Via the Website: Visit the Citizens Advice Central Dorset website for information and contact options.
- In Person: The main office in Dorchester is located at 1 Acland Road. Face-to-face appointments can be arranged if necessary through the Adviceline or email services.



Gluten Free Food Prescription



We have been advised by NHS Dorset that we can no longer prescribe gluten-free foods to patients with coeliac disease as gluten-free foods are now readily available from most supermarkets.

If you currently receive gluten free food on prescription and have any questions please speak to your GP.

The Impact of Missed Appointments

A growing number of patients are not attending their booked appointments. In the last month alone we have lost over 21 hours of clinician time due to missed appointments.

Missed appointments don't just waste time; they place real pressure on already stretched NHS resources.

By cancelling you help us offer appointments to another patient, reduce waiting times, and ensure our resources are used where they're needed most.

You can cancel your appointments by replying CANCEL to text reminders, via the NHS app or by calling the admin team on 01305 848333.

Thank you for helping us provide better, more efficient care for everyone in our community.

MISSED APPOINTMENTS

Puddletown Surgery



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

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

IN OCTOBER 2025

79
APPOINTMENTS
WERE MISSED

THAT'S OVER
20
HOURS WASTED

Keeping Your Details Updated

The surgery will be running a campaign throughout January to try and ensure all patients have up to date contact and next of kin (NoK) information. Having the correct details helps us reach you quickly and provide safe, efficient care.

If your phone number, address, email, or NoK have changed, please let us know by calling 01305 848333 after 10am.

Updating your information only takes a minute but can make a big difference especially in an emergency.

Neighbour Car

Puddletown NeighbourCar urgently needs volunteers to keep this vital service running. Have you recently retired, moved to the area, or are you a stay-at-home parent or carer? Whatever your circumstances, there are flexible ways you can help without committing to regular hours. Our secretary is stepping down after seven years, and we are looking for someone local with basic Word and Excel skills to keep the client list and diary up to date. This takes, on average, only about one hour a week.

We also always need volunteer drivers and coordinators to arrange journeys. Last year, patients of Puddletown Surgery were taken to around 250 medical and dental appointments, travelling roughly 2,500 miles.

Without new volunteers, this much-valued service will be lost — so please consider offering your help.

For more information or an informal chat, contact Theresa Gill at theresamgill@icloud.com.



DORSET APP LIBRARY

[HTTPS://OURDORSET.ORCHAHEALTH.COM/EN-GB](https://ourdorset.orchahealth.com/en-gb)



NHS Dorset Integrated Care Board (ICB), Our Dorset and Dorset HealthCare have collaborated to bring you the Dorset App Library from ORCHA, the world's leading digital health app reviewers, to help support your health and wellbeing.

All the apps in your Health App Library have been tested (assessed) by the Organisation for the Review of Care and Health Apps (ORCHA).

Apps to support specific conditions, young people's mental health, menopause, ageing well and so much more. If you would like to know more click this link

DIGITAL CHAMPION SESSIONS



Would you like to improve your digital skills?

Book a session with one of Dorset Councils digital champion volunteers who will patiently guide you through the basic skills using your own laptop, tablet, phone or a library computer.

They can help you to:

set up and using devices including mobile phones, tablets and computers
get online and show you how to do home shopping

access digital NHS services

set up Skype or Zoom to keep in contact with family or friends

You can call 01305 221048 to book a Digital Champion session. or visit

www.dorsetcouncil.gov.uk/w/volunteer-digital-champions

WE WANT TO HEAR FROM YOU!



Following this year's national GP survey, we're gathering feedback from patients aged 16–49 to help us understand your views and improve our services.

You may have received a text message with a link to our survey. If not and you are aged between 16–49 and would like to share your experience, please click the link below or type into your web browser: <https://forms.office.com/e/iKTF9NqH4d>

Your feedback helps us make our service better for everyone — thank you!



Be winter ready



Useful contacts

Power and electrical

Scottish and Southern Electricity Networks:

0800 0727282 (free phone land line) or 0345 072 1905 (free phone mobile contracts or local rate for pay as you go)

Western Power Distribution:

0800 365900 (free phone land line and mobiles)

Wessex Water:

03456004600 (free from most land lines or local charges apply dependant on the land line or mobile provider)

Gas

Transco - Gas Emergency:

0800 111999 (free phone, mobile phone charged as per the local provider rate)

Roads and highways

Highways England (including incidents A35, A37 and A31):

0300 1235000 (local call rate or 3p - 40p per minute from a mobile dependant on the provider)

Dorset Council customer services

(including incidents on the Dorset Council highway):

01305 221000 (10p per minute from a land line or 3p - 40p per minute from a mobile dependant upon the provider)

Flooding

Environment Agency - Flood Line: 0345 9881188

(calls are charged depending on the callers service provider and where their call is made).

Safe and independent living (SAIL)

Contact Age UK Dorchester for advice on heating your home, fire safety, memory loss and benefits.

Email: sailadmin@ageukdorchester.org.uk or Phone: 01305 269444

Winter Fuel Payment

If you were born before 22 September 1959 you could get between £100 and £300 to help you pay your heating bills for winter 2025 to 2026. This is known as a 'Winter Fuel Payment'.

visit <https://www.gov.uk/winter-fuel-payment>

Help paying energy bills

You might be able to get help if you're struggling to afford your energy bills or top up your prepayment meter. The help you get depends on how you pay for your energy, the type of energy you use & if you claim benefits

Visit <https://www.citizensadvice.org.uk/> to find out more

Puddletown Village Page

Keep connected, find out about groups or events happening locally and more.
www.puddletownvillage.co.uk/community-hub/

Social Prescribers at Puddletown Surgery

Social prescribing empowers people to take more control of their own health and wellbeing by connecting people to local community groups and statutory services for practical and emotional support. If you think you would benefit please call the surgery on 01305 848333 and ask to speak to a social prescriber

