

Spring Newsletter 2017

Welcome to The Apples Medical Centre news



New telephone system

In March we had a new telephone system installed to bring us into the 21st century! When you contact the surgery you will be directed to three options, Reception 1, Secretary 2 and Health Visitor 3. Prescription line remains the same Monday, Tuesday and Thursday 9.30am to 11.30am 01935 816595 (you can also order repeat prescriptions via email prescriptions@dorset.nhs.uk)



Website

Patients can go on to our website www.sherborneapples.co.uk, log on to their personal online account to order the repeat medication (please give us two working days) or book an appointment. If you would like to use this service please contact the Reception.

Equipment hire

Due to the practice losing many blood pressure monitors, we have decided to start a new procedure. When the GPs/Nurses/HCAs loan out the blood pressure equipment we will ask you to sign a form confirming that you have agreed to have the equipment and you will return on the agreed date.

Private blood tests

If you require a private blood test, we have been informed by Dorset County Hospital at Dorchester that they would like to have payment up front. We will inform you of the cost before the blood test is taken. Please contact the reception if you require further details.

Sherborne Apples Forum

During March and April patients who have a mobile number will have received a text message asking if they would like to participate in our Patient Group. On Monday 27th March 2017 we had our SAF meeting and many new patients attended. The SAF has had a new lease of life!



Please do contact me. Philippa Cannings, if you are interested in joining our group - in the coming months we will be looking at ways of how we can improve the surgery for the patients.

The role of the SAF:

PPGs offer views on a GP's services from the patients' perspective. To deliver high quality services, it is important that GP practices routinely involve patients and the public in making decisions about services and evaluating their success. PPGs are defined as 'critical friends' within the practice environment, to ensure that services are responsive to patients' needs, and that they improve over time.

Our next planned meeting is Monday 26th June at 6pm, let the surgery know if you would like to attend.

Farewell to Jo and Monica – you will be missed

Practice News/Update:

Dispensary Manager Jo Stone, right, and Receptionist Monica Hayard, both retired on Friday 31st March. We would like to wish them all the happiness in their retirement and thank them for the many years of hard work to the surgery. They will be missed by their colleagues and patients.

Congratulations to Gemma Smally who has been promoted to Dispensary Manager and to Suzanne Chant who has been appointed as a Dispenser. Suzanne starts in April.

Local services:

Sherborne Carers Support Group

Please do come and join us to have your voice heard, contribute to discussion and meet people who may be in a similar situation as yourself.

We meet at: -

The Shielings Day Centre, The Avenue, Sherborne, Dorset DT9 3AJ.

Our group meets on the first Thursday, bi-monthly from 2pm until 3.30pm.

Refreshments will be provided (contribution would be welcomed).

Our meetings for 2017: - 6th April, 1st June, 3rd August, 5th October and 7th December.

Care and supervision for your cared-for person can be provided. Please call if this is required on 01935 601497.

Summer Living Well Courses:

New course starting in the summer term including:

Model Making for Blokes – men are less likely to talk about their mental health; this course gives them the opportunity to learn new skills, meet new people and the space to talk – if they want to;

Caring for Carers – a course looking at building confidence, a reminder to look after

themselves and strategies to cope with life is stressful;

Flower Arranging for Fun, The power of colour, and wire sculpture to name a few.

We have courses running in venues across Dorset at Wimborne, Bridport, Blandford, Somerford, Weymouth, Dorchester, Rossmore, Bournemouth and Poole.

To find out more or to book an appointment, please contact our Customer Service Team on 01202 262300; visit our webpage www.skillsandlearningbdp.co.uk/living-well/ or our new Facebook page.



Dementia Friendly Practice – all three surgeries have been accredited with being a Dementia Friendly Practice. From left, Sara Holder, Ruth King, Philippa Cannings, Dr Sally Dangerfield, Dr Charlie Middle, Claire Pounce and Victoria Morris

Sherborne and District Dementia Alliance

We campaign on dementia issues within health and social care to create community involvement to ensure that dementia does not prevent people from living the lives they wish to.

We want to:

1. Consult with people with dementia and their carers to find out how best to support them to be able to enjoy living in their town and surrounding villages
2. Continue to raise awareness by increasing the number of Dementia Friends in the community area and including children

and young people.

3. Continue to develop initiatives that help prevent, care and make provision for people living with dementia and their carers in our communities.

We need your help and involvement in the work of the Sherborne Dementia Action Alliance. If you would like to find out more please contact: The Patient Participation Group at: The Apples Medical Centre - 01935 812633 - or other surgeries.

Sherborne leads the way in becoming dementia friendly

Now that all three GP surgeries have gained Dementia Friendly status,

Sherborne has become the first town in Dorset to not only have a Dementia Action Alliance, but also have all their medical practices accredited with iSPACE – the dementia friendly surgeries programme.



This is a fantastic achievement and a reflection of the attitudes of the community in the district towards giving support to people living with dementia and their carers.

Working alongside Joanna Bazalgette from Wessex Academic Health Science Network (AHSN), practice managers from Apples Medical Practice, Newland Medical Centre and Bute House Surgery have been

making small but significant changes to their practices which will help make sure the needs of people with dementia will be served to the highest possible standards when using their services. This has involved the training of almost all the staff working for those practices, including GPs, nursing staff, admin and reception staff.

Philippa Cannings, practice manager at The Apples Medical Practice, said: "We have been working hard to understand the needs of people living with dementia. Staff undertook training to understand and support patients and their carers too.

"The practice has nominated two Dementia Champions, Ruth King and Tracy King, who will keep us all focused on the work we are doing and ensure that the

service received by patients is of a high standard. New signs are now displayed in the waiting room which are easy and clear for patients. Our staff have also held a cake sale to raise funds for Dementia UK. We believe this work will give us a good basis on which to give ongoing support to people living with dementia in our community."

The Dementia Action Alliance in Sherborne was founded over a year ago and is also looking at ways in which it can support people in the district to live the best possible quality of life after a diagnosis of dementia. Along with the accreditation of the three surgeries, Sherborne is proving itself to be a welcoming and compassionate community in which to live.

Travel advice

Our Practice Nurses are able to give pre-travel advice before you go abroad, including:

- Details of immunisations
- Malaria prevention
- Infection risks
- Medical services etc.

Please contact the Surgery at least six weeks before your trip. Unfortunately, we may not be able to help you if we are given too little notice, because some inoculations take time to become effective.

Seasonal advice:

Hay Fever Season

Now is the time to start prevention medications to help with your hay fever. Waiting until your nose is streaming is often too late to take control.

Staff training dates

The surgery will be closed for staff training on the following days (all advertised on our Website):

- Tuesday 4th April 1pm to 2.30pm
- Tuesday 25th April 1pm to 2.30pm
- Thursday 4th May 1pm to 2.30pm
- Wednesday 17th May 1.30pm to 4.30pm

To access a doctor in an emergency please telephone and listen to the message 01935 812633

Friends and Family Test:

March 2017 92% would recommend the surgery