

Winter Newsletter 2019

The Apples Medical Centre



Test Results

If you have consented to do so, we now send you a text (SMS) message regarding your test results. You will not always receive texts for all tests taken. If you do not hear about a result after 7 days, please ring reception for your result. If you have not consented to receiving your results by text, please ring the surgery between 10.30a.m – 3 p.m. to receive your results. Results can only be given to the person who has had the test unless written consent has been given for someone else to obtain results on their behalf.

Specimens - Please ensure that any specimens you leave at the practice are correctly labelled with your name and date of birth. Failure to do so may mean that the test will need to be repeated - Please note that when bringing in a sample to the surgery, only samples in the correct container can be accepted. These are available from reception. No samples in jam jars etc!!!

Pharmacy2U is NOT your local pharmacy - Please support us to continue caring for you and your family by ignoring any correspondence from Pharmacy2U and obtaining your prescriptions here at your local NHS community pharmacy. Thank you for your support.

You may have received a leaflet in the post inviting you to get your repeat prescriptions from a company called Pharmacy2U. Here are some important facts about Pharmacy2U which we feel you should know:

- Pharmacy2U is not your local community pharmacy and has nothing to do with us.
- Pharmacy2U is a distance selling (internet only) pharmacy based on an industrial estate. As a patient, you cannot have any face-to-face contact with Pharmacy2U. Distance selling pharmacies like this are only allowed to deal with patients by post, telephone or internet, not in person.
- Prescriptions from Pharmacy2U are delivered by Royal Mail, unlike your medications handed to you in the pharmacy by a member of our team, or personally delivered to you by our own driver.
- In October 2015, Pharmacy2U was fined £130,000 for selling its patients' details to marketing companies including an Australian lottery. The Information Commissioners Office subsequently found that this data was used by the marketing companies to deliberately target elderly and vulnerable patients.
- Over Christmas 2015, Pharmacy2U failed to send out prescriptions for three weeks, leaving thousands of patients stranded without their essential medicines.
- In February 2017, the Care Quality Commission inspected Pharmacy2U and found that it was "not safe, effective or well led".

Patient Participation Group

Our Patient Participation Group meets regularly to discuss matters relating to the surgery and locality. If you have a non-medical issue that you would like to talk to one of our PPG members about, please ask at reception and we will put you in touch with our PPG chair or one of the members. Our next meeting is on **Tuesday 12th February at 6pm at the surgery**, this is an informative meeting to update members on the pending topics – ALL WELCOME

Local Transport

Local transport operator NORDCAT is providing a trial Monday bus service to fill the gap left when the public service 57 was deregistered. This has been made possible by a Dorset County Council Community Transport Grant. The bookable, accessible bus service is for residents in both the West End and McCreery Road areas of Sherborne town. Residents of the West End set up their own transport committee to work with bus operators and local councils to find a provider for this service for the area. The trial will provide a service that can drop-off at surgeries, supermarkets and various locations on the route. If there are enough passengers, an additional trip could be provided. This service is available to those who don't have access to or are unable to use other forms of transport. If the trial is successful and self-sustainable, NORDCAT can continue to provide the Monday service next year. Passengers need to register with NORDCAT and any journeys need to be pre-booked. NORDCAT's telephone number is 01258 472164 or 473154.

Surgery news:

Jo Ralph, Practice Nurse will now be holding dedicated asthma clinics as well as diabetes clinics. Appointments to see a nurse or healthcare assistant are no longer available to book online. Please contact reception if you wish to see a nurse or healthcare assistant.

We are very pleased to welcome Claire Du Bois, Treatment room Nurse to the Nursing Team. She will be starting on Monday 14th January and begin seeing patients from Monday 28th January.



Christmas Jumper Day 14th December 2018. The surgery staff wore their festive jumpers and held a collection, which raised £20 for the Save the Children UK Fund.



For Christmas 2018 all the staff at the surgery did a reverse advent calendar for The Sherborne Food Bank. We hope that our donation made a big difference to those who received a parcel.

Philippa Cannings, Practice Manager is taking part in Half London Landmarks Half Marathon March 2019 for Diabetes UK. If you would like to sponsor Philippa, please follow this link:

<https://www.justgiving.com/fundraising/philippa-cannings1>

Friends and Family Test



We received the following responses in the last 3 months:

Month	Number of Responses	Extremely Likely to recommend	Likely to recommend	Neither Likely nor Unlikely to recommend	Unlikely to recommend	Extremely unlikely to recommend
Oct 2018	28	26	1	1	0	0
Nov 2018	24	22	1	0	0	1
Dec 2018	14	14	0	0	0	0

Surgery Closure Training dates

Thursday 24th January – Staff Meeting 1.00pm to 2.00pm

Tuesday 29th January – Protected Learning Time from 3.30pm to 6.30pm

Thursday 7th March – Protected Learning Time from 3.30pm to 6.30pm

Alternative Format

If you would like this Newsletter or information in an alternative format (for example, large print or easy read), or if you need help with communicating with us (for example, because you use British Sign Language), please let us know.

You can call us on 01935 812633 or email applesmedcentre@nhs.net