

# Autumn Newsletter 2017

## The Apples Medical Centre

**Staff changes** – [Julie Lee \(Practice Nurse\)](#) is leaving the practice at the end of November, moving on to a new chapter in her career, we wish her all the success for the future and thank her for all her hard work.

[Joanna Ralph – \(New Practice Nurse\)](#) her working hours are Monday afternoon, Tuesday, Thursday and Friday all day – Jo will carry out all practice nursing duties; dressings, travel, smears, vaccinations, immunisations etc.

[Donna Davison:](#) Donna has also joined the practice in Dispensary, Donna has over 15 years' experience as a pharmacy dispenser, bringing our Dispensary team back to full strength!

**Travel reminder** - please complete your travel form and make an appointment to see the Practice Nurse

**Changes to the patients appointments** – from January 8<sup>th</sup> 2018 we will have 'on the day' emergency slots, starting from 11.30am until 12noon, appointments will be 5 mins long, Reception will ask if it's an emergency to see the GP on the day, if it is you will be asked to attend the surgery between those times but will not be given a specific time nor GP.

**Test Results** – From January 2018 we have widened the scope of communication with regards to giving out test results. The preferred method is for the GP to send you a SMS message or an email (please inform the Healthcare assistant when taking your blood, your contact details, you will also be given an action plan informing you the best day to contact your GP for the results) If you have not heard from the practice after five working days please contact the surgery, the receptionists will be able to inform you of your test results or ask the GP to contact you.

**Cervical Screening Programme** – Please contact the surgery to make an appointment to see the Practice Nurse



# STAY WELL THIS WINTER

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

Anyone aged 65 and over, pregnant women, children and adults with an underlying health condition (such as long-term heart or respiratory disease) children and adults with weakened immune systems.

Call the surgery on 01935 812633 to make an appointment.

**Surgery Closure Training dates & Christmas closure:** (Full details will be displayed in the waiting room)

Thurs 30<sup>th</sup> November 2017 13.30pm to 16.30pm – Staff training

Christmas Day CLOSED

Boxing Day CLOSED

New Year's Day CLOSED

## **Sherborne Apples Forum:**

A big **thank you** to all the patients who took part in the S.A.F. patient survey, an even bigger THANK YOU to the S.A.F. members who stood out in the porch to carry out the survey!

On Wednesday 29<sup>th</sup> November the group will present the findings to the S.A.F. main group: (The practice (upstairs, meeting room) at 6pm) **New members are welcome, please inform**

### **Reception**

- Feedback/Presentation from the current Patient Survey
- Feedback from the Yeatman Project Group
- Register of ideas (next action plan)
- Clarification of the two groups (Main S.A.F. and sub-group)

## **Friends and Family Test:**



We received the following responses in the last three 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
Aug 17	12	11	1	0	0	0
Sept 17	21	18	2	0	1	0
Oct 17	15	10	4	0	1	0

## **Additional Information:**

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 [reception@gp-j81029.nhs.uk](mailto:reception@gp-j81029.nhs.uk)

**CAKE STALL IN AID OF TOMMYS** – Tracy Kings daughter (Sacha) will be running for Tommy's in the **'London Landmark Marathon'** on 25th March 2018 – we will have a cake stall on **Tuesday 19th December 2017** to raise money for this cause, any donations welcome!!