

# Autumn Newsletter 2018

## The Apples Medical Centre

### **Dispensary**

Are you eligible for free prescriptions? You can use this online tool to check if you are eligible to claim for free prescriptions: <https://www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick>

For more information on this, please follow this link: <https://www.england.nhs.uk/2018/09/nhs-england-launches-campaign-urging-patients-to-check-before-you-tick-for-free-prescriptions/>

Claiming free prescriptions when you are not eligible risks a fine of up to £100

### **Changes to GP Clinic times - You said, we listened!**

As a result of feedback from our autumn patient survey we will now be offering more Saturday Clinics. This will mean that the Monday and Tuesday evening (6.30pm to 7.20pm) clinics will then cease. We will further review in early 2019. Details of the survey (see suggestions for improvement page) are available on the website.

**Surgery Team** – we would like to welcome Lynne Cook to the team who has joined us from Stalbridge Surgery. Lynne will be helping the surgery administration team to process new patient registrations.

### **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.

We always welcome new members and input - Our next meeting is on **Tuesday 20<sup>th</sup> November 2018 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, which included a member of Newland Surgery Patient Participation Group 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.

The initial 12-week trial is on Mondays from 1<sup>st</sup> October until 17<sup>th</sup> December. 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](tel:01258472164) or [473154](tel:01258473154).

**You may not use this service, but please inform others who may benefit from this new service.**

## 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
July 2018	15	14	1	0	0	0
Aug 2018	9	9	0	0	0	0
Sept 2018	14	13	1	0	0	0

## Surgery Closure Training dates

**Thursday 18<sup>th</sup> October – Staff Meeting 1.00pm to 2.00pm**

**Tuesday 23<sup>rd</sup> October – Protected Learning Time from 1.30pm to 4.30pm**

**Wednesday 28<sup>th</sup> November – Protected Learning Time from 3.30pm to 6.30pm**

**Thursday 13<sup>th</sup> December – Protected Learning Time from 1.30pm to 4.30pm**

## Christmas 2018 Surgery Times

Christmas Eve Monday 24<sup>th</sup> December – normal opening times

Christmas Day Tuesday 25<sup>th</sup> December – closed

Boxing Day Wednesday 26<sup>th</sup> December – closed

Thursday 27<sup>th</sup> December – normal opening times

Friday 28<sup>th</sup> December – normal opening times

New Year's Eve Monday 31<sup>st</sup> December – normal opening times

New Year's Day Tuesday 1<sup>st</sup> January – closed

**Please ensure that you order any repeat medication in plenty of time to allow the dispensary to process your request before Christmas.**

## Flu Vaccinations

A flu vaccination is advised for over 65s or those with certain chronic diseases. Please contact Reception to book an appointment.

## Men ACWY Vaccinations

Patients who are attending university for the first time are eligible for a Men ACWY vaccination. This vaccine gives protection against four types of meningococcal disease caused by groups A, C, W and Y (MenA, MenC, MenW and MenY). Meningococcal disease is a major cause of meningitis and septicaemia. Patients who are aged 19 on 31<sup>st</sup> August 2018 and up to the day before your 25<sup>th</sup> birthday are also eligible. Please contact reception to book an appointment to have this vaccination

## Waiting times for appointments

Patients may be aware that The Apples Medical Centre has had a large influx of new patients recently due to Stalbridge Surgery's upcoming closure. Patients are experiencing longer than usual waiting times for appointments to see a doctor, nurse or healthcare assistant. We are aware of this and we are working on ways to alleviate this. We do ask you to be patient with the team for the time being and be aware that you may have to wait for longer than we would like for a routine appointment.

## 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](mailto:applesmedcentre@nhs.net)