



# Spring Newsletter 2018

## The Apples Medical Centre

**Dispensary** – please remember to leave at least two clear working days before attempting to pick up your items (please note any prescription ordered over the weekend will not be not be dealt with until the next working day)

If you would like to order your prescription via online please see to reception for log in details (please note that you will need to bring in two forms of ID)

**Lending of Equipment** – (Amendment to current procedure)

If you have been loaned a Blood Pressure machine by the Nurses/GPs and they are no longer required, please return them, as they may be required for other patients (please remember these are for a short term loan, if you need to use ongoing please speak to us re options for purchasing your own equipment, where appropriate)

We will be asking patients who are hiring a machine from the surgery for a £20 deposit.

**Holiday Time** – Start preparing for your trip, especially long trips, at least four to six weeks before you go. Read the latest health and safety advice for the country you're travelling using: GOV.UK TravelHealthPro country information – At least six weeks before you go travelling make sure your travel vaccinations are up to date - you may need to start treatment before you start travelling (Down load the practice travel questionnaire form from our website [www.sherborneapples.co.uk](http://www.sherborneapples.co.uk) and follow the instructions)

**Receptionist Questions** – you will shortly hear Dr Morris voice as our new 'Welcome' message on the telephone, Dr Morris will explain that the Receptionists will ask you a few questions about why you need an appointment, they aren't being nosey or trying to be difficult but trying to ensure that you receive the most appropriate medical care from the most appropriate professional at the appropriate time.

GP reception staff, like all members of staff, are bound by the rules of confidentiality so you can be assured that any information given will be kept in the strictly confidential.

### Patient Participation Group

**Waiting Room** – The Steering group have worked hard at decluttering the waiting room, I hope you all agree that it's looking a lot better and organised, this actioned due to the patient surgery the PPG undertook last autumn – A very big THANK YOU!

**Patient Communication** – the next project that the Steering group are looking into is how the patient/surgery communicates – if you would like to join the Steering group or the PPG please contact the surgery.

Our PPG is working alongside Bute House and Newlands PPG on other projects; Gryphon School (engaging pupils to join PPG, help with their ideas for the surgeries) PPG to engage with the Sheltered housing in Sherborne, Transport issues and many other projects

Our next meeting is on **Tuesday 22<sup>nd</sup> May at 6pm at the surgery**, this is an informative meeting to update members on the pending topics – ALL WELCOME!

### Surgery Closure Training dates

Thursday 17th May - Protected Learning Time closed from 3.30pm

Thursday 24<sup>th</sup> May – Staff meeting closed between 1pm to 2.30pm

Thursday 19<sup>th</sup> July – Protected Learning Time from 3.30pm

### Friends and Family Test



We received the following responses in the last 4 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
Jan 2018	17	15	2	0	0	0
Feb 2018	16	13	3	0	0	0
Mar 2018	13	11	1	0	1	0
Apr 2018	11	9		1	1	0

### A wet start for Sherborne health walk



The first Sherborne health walk started last Friday despite the rain. Refreshments were provided at

Sherborne Library who have offered to host weary walkers once a month for free tea and biscuits!

<https://www.facebook.com/northdorsethealthwalks/>

- please go to this link for more updates

### Carers Week Event

Members of local Patient Participation Groups, GP practice Carers Leads and local authority Carers Caseworkers will be providing advice and information all day outside the Waitrose store in Sherborne on Monday 11th June – further information please go to (<https://www.carersweek.org/get-involved/events-near-you/item/484360-caring-for-carers>)

### GDPR - Comes into force on 25<sup>th</sup> May 2018

The **General Data Protection Regulation** is the new EU legislation to protect the personal data of all EU citizens. It will apply even if we are no longer part of the EU. It will be a significant change in Data Protection for all UK, including the NHS and healthcare providers – for further information please contact the surgery

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

