



Autumn Newsletter 2019 The Apples Medical Centre

Patient Participation Group

The PPG held our AGM on Tuesday 20th August, the members voted in Bruce Duncan as Chair and John Williams as Vice-Chair – please see below a message from our new Chair:

The Apples Patient Participation Group (PPG), is a voluntary group, established by patients of the Apples Medical Centre as a link with the clinicians and staff to represent the interests of all patients. The practice works in a continually changing environment, and part of our job as a patient's team is to help communicate some of the relevant issues as they arise. This newsletter helps, but often will only pick a few matters that we feel are important to you – the patients.

The very new E-consult for example, can be beneficial, and worth a look on the Apples web site - <https://www.sherborneapples.co.uk/>. For those who are not connected to the web we (PPG) will try and find more ways of communicating with you.

The latter is a critical issue, i.e. we want to know your views as well, that is what the PPG to learn.

Patient surveys, patient information sheets, the links with the Yeatman Hospital (our hospital), Flu Clinics, Health Champions, Our Dispensary (and repeat prescriptions), and matters of National (NHS) and District interest all need to be covered as we move forward.

Our next PPG meeting is on **Tuesday 12th November**, 6pm at the surgery; following on from Bruce message we are hoping to do a patient survey soon to capture our patients' suggestions, if you would like to assist in the survey or even become one of our core PPG members please do contact the surgery.

Thank you to Sian, Jill and Pam, our PPG volunteers who helped with the refreshments at our Flu Day! (Pictured below)



Nursing Team – We did say 'goodbye' to Claire DuBois in our Summer Newsletter, however I am pleased to announce that Claire will be re-joining us again from November!

Rosie Stynes, our Nurse who has been at the surgery for 8 years has retired, we would like to thank her for her hard work and dedication to the practice over the years, she deserves the rest!

Dispensary update – We now have a fully staffed Dispensary, with a new face; Lily Charters, Lily has previous Dispensing experience working in Boots, she has fitted in perfectly! (Please note that any emails sent to applesmedcentre@nhs.uk, can take up to 48 hours to process)

Dispensary Safety Alerts - Important information regarding Emerade adrenaline autoinjectors, please see full information on our website or contact the surgery for details

Have you had your flu jab?

Don't put it off. Get your flu jab straightaway.

**STAY WELL
THIS WINTER**



Practice Boundary – The practice has amended the practice boundary, we now follow the Dorset/Somerset boundary running through Yeovil (running along the river) existing patients are still registered at the surgery, the new boundary will apply to new patients. The slight change has been approved by the CCG (Clinical Commissioning Group). Please see our Website for our new boundary (www.sherborneapples.co.uk)

Premises – In the past year we have been making steady progress in giving the practice a face lift; new blinds in the waiting room, Dr Lewis and Dr Tweedies room, the Waiting Room has been re-painted along with Dr Lewis room, also the Waiting Room has been fitted with a TV screen enabling us reduce the amount of posters! A new Patient Toilet, plus the offices upstairs have been freshly painted, still lots to do!

Patient Notice – Please note that apart from the Saturday morning surgeries (please check with Reception for dates) the surgery is closed, no vehicle or pedestrian access is allowed during the weekend.

Pedestrians must use the footpath leading to and from Long Street, no pedestrian access from the side of the premises, this is for patient's safety.

Surgery Closure Dates 2019

Tuesday 26th November 2019 1pm to 2pm Staff meeting

Wednesday 27th November 2019 3.30pm to 6.30pm CCG learning event

Christmas Day – CLOSED, Boxing Day – CLOSED, New Year's Day – CLOSED

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

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 2019	17	17	0	0	0	0
Aug 2019	20	0	0	0	0	0
Sept 2019	22	21	0	0	0	1