

APPLES NEWS

Dorset

4/1/2015

Patient Survey February 2015



We carried out our annual patient survey in February. The questions were provided by the S.A.F. We handed the questionnaires to patients who attended the practice and emailed to the 'Virtual Patient Group'. We had 115 completed questionnaires – Thank you!

The S.A.F met to discuss the results and put together an Action Plan (Results and Action Plan are displayed in the Waiting Room and on our Website) In brief, the Action Plan mainly consists of, varying the Magazines, installation of a Self Service Check-in, freshen up the Waiting Room and to add more benches that have arms.

If you have any comments or suggestions with regards to the survey please do let me know. Any comments are welcome.

Website

We have a new Website, same address and actions, however a new layout. Hopefully you will find this quicker to navigate around the Website

We are now on Facebook!! Search for The Apples Medical Centre, this is still a work in progress. This is another place where you can leave suggestions/comments. Please tell all your friends

Change of Details

Please help us to maintain the correct personal details for you, if you change your address/telephone numbers, if you are a teenager and we have your parents details please let us know your own details. There are many ways you can inform us, link on the Website/Email us/Phone us or pop into the surgery – we appreciate your help.

Staff News

Ruth King started a new role in January 'Community HCA' for the over 75s – this service is for patients who find it difficult to attend the surgery and we haven't seen in a while, Ruth will be sending out letters introducing herself, leading to a phone call asking if you would like to see her. We have had positive feedback from patients. We are always striving to improve our service to you, if you have any suggestions then please do contact us.

DNAs (Did Not Attend)

In the Newsletters we will be providing the DNA data for the previous quarter – January 2015 to 19th March 2015 – [122](#) appointments missed

New laws on driving after taking certain drugs

This law states that it is an offence to drive with certain drugs above specified levels in the body, whether your driving is impaired or not.

If you are taking these medicines as directed and your driving is not impaired, then you are not breaking the law.

Keep taking your medicines as prescribed.

Check the leaflet that comes with your medicines for information on how your medicines may affect your driving ability.

Do not drive after taking your medicines until you know how they affect you.

Do not drive if you feel drowsy, dizzy, unable to concentrate or make decisions, or if you have blurred or double vision.

The lists of drugs are:

Morphine, Diamorphine ,
Diazepam, Clonazepam,
Lorazepam, Oxazepam,
Temazepam, Methodone,
Amphetamine and
Nabiximols

Please see your GP if you have
any concerns or queries

Friends and Family Test

Many thanks to our S.A.F who helped us get this test off the ground and on to a flying start – we have had 122 responses. They are all on the website iwantgreatcare.com search for The Apples Medical Centre – we are grateful for the lovely comments we have received. If you do not have internet access there is a form in the Waiting Room that you can complete and post in the designated post box.

Appointments

Please make sure that if you have more than one medical issue that you make a double appointment with the clinician – any queries please contact the surgery

Patient Participation Group

All the North Dorset practices PPGs will be meeting on 6th May from 1.45pm to 4pm at The Exchange in Sturminster Newton – patients are

Welcome to attend, please
contact me for further
information:



Clinic Information:

The practice provides
complete medical care
including:

Asthma Management
Cervical Smears
Contraception
Counseling
Diabetic Care
Dietary Advice
Full Maternity Medical
Services
Health Promotion
Screening
Minor Surgery
Travel Advice including
Yellow Fever
Well Man/ Well Woman
Checks
Smoke Stop
Over 75s Care in the
Community – Home
visits (HCA)