

RECEPTION

Work will start shortly on updating and redeveloping the reception area. This will make our reception team more accessible to patients, as well as providing a confidential space for staff and doctors to use when answering calls and dealing with paperwork.

The phones from the front desk have been relocated to a private office upstairs. This means that staff at the reception desk will be able to speak to patients and help with queries without having to answer the telephones at the same time.

A new rota for our reception team, includes a number of our administration staff who can now help answering calls during peak times. We hope this will improve our call handling times and provide a more personable service to patients.

The system shows the number of calls coming into the practice, the number of staff answering, who is logged in and where they are located. This will help us monitor how we handle our calls and help improve our systems for the future.

Please be aware that we now record all incoming and outgoing calls for training and monitoring purposes.

We are also about to start work on replacing the work surfaces in the GP consulting rooms. We thank you in advance for your cooperation and apologise for any inconvenience whilst the builders are working on the premises.

PRACTICE UPDATE

You may have read in the Blackmore Vale Magazine about the current staffing situation in the Practice – the full article can be found here – <http://www.blackmorevale.co.uk/North-Dorset-medical-centres-crisis-point/story-28802354-detail/story.html>

The usual number of daily consultations for a GP is 30 but in our practice, doctors are often seeing in excess of 80 patients a day, with a work schedule stretching from seven in the morning until ten pm, often without a break. There is a national shortage of GPs and 50% of GP training places are unfilled.

In our practice, a recent survey found that about 40% of patients who visited a GP, could have been dealt with by another health professional, including Nurse Practitioners and Pharmacists. In many cases, they could have treated themselves with over the counter medication, or accessed the wealth of healthcare advice on www.nhs.uk.

It's essential that we make better and more appropriate use of these, leaving GP appointments for those who really need them, which is why receptionists ask callers about their medical problem, so that they can direct them to the most appropriate way of dealing with their particular issue.

Another huge problem is patients who, for whatever reason, don't turn up for booked appointments with the numbers of missed appointments running into the hundreds each month.

Whilst as patients, we can do little to recruit more GPs, we can help to reduce the workload by sharing this information with our family and friends and thinking carefully about the next appointment we book. Also should we no longer require the appointment, make sure we cancel it in good time, so that someone else may use it.

END OF LIFE CARE

We are delighted to announce that we have been awarded our reaccreditation for the Gold Standards Framework for end of life care.

This is a prestigious national award that recognises excellence in care for those coming to the end of their lives.

This is led in the practice by Dr Damian Patterson who is supported by Caroline Gullis, palliative care nurse and Kim Horsburgh from the administration team.

*Please feel free to ask any questions,
or share any concerns you may have.*

IDEAL HEALTH EXHIBITION

The Ideal Health Exhibition – Live Life to the Full

will be held at the Exchange in Sturminster Newton on April 14th, from 12.00-7.00pm.

Organised by the Sturminster Newton & Marnhull PPG this will be a fantastic opportunity to have many of your queries regarding various medical and well-being issues answered.

With the unprecedented pressures on the NHS, patients need to be better informed about any conditions they have and take as much responsibility as possible in managing their own health.

The days of ‘see the GP’ for everything have gone. We have a wide range of health professionals across the surgeries and pharmacies and online advice available, so it’s essential that we make better and more appropriate use of these, leaving GP appointments for those who really need them.

This is a key area where patients can make a difference in the current climate and The Ideal Health Exhibition is a response to that and is reflected in the groups and organisations taking part.

As well as covering common health topics like Asthma, Dementia, Osteoarthritis, Stroke, etc. there will be around forty stalls from Age Concern, Diabetes UK, Dorset Blind Association, Alzheimer’s Society, Coeliac UK Dorchester, Dorset POPP, Healthwatch, Macmillan Care, SturHealthy and many, many more, including diet, obesity, exercise, high cholesterol and hypertension as well as our Practice Nurses offering mini health MOTs.

Everyone attending will be given a booklet for future reference, containing all the details of each of the exhibitors.

The Ideal Health Exhibition
Live Life to the Full

Join us on
Thursday April 14th 2016
The Exchange 12-7pm
Sturminster Newton, Dorset

We can help you
Live Life to the Full

A vast array of experts and advice
on many health conditions & concerns

Organised by the Sturminster Newton & Marnhull Patient Participation Group
www.sturminstersurgery.co.uk

A DATE FOR YOUR DIARY

Put April 14th in your diary now and don't miss this great opportunity for all ages - a vast array of experts providing current information regarding many of our health and well-being concerns.

You can find a full list of Exhibitors at -www.sturminstersurgery.co.uk

STAFF

We are pleased to welcome the following new members of staff to the practice -

GPs: Dr Ferguson & Dr Kulasekaram

Nurse Practitioner: Martin Giebner

Operations Manager: Nicola Williams