

## STAFF

Dr Hilma Starostina and Dr Jacqui Ainsley have recently joined the practice and Dr Camilla Kulasekaram will be replacing Dr Richard Emms when he retires along with Dr Jan Emms in April, although Dr Jan is going to continue to work with us covering holidays and busy periods.

We have two new Nurse appointments – Nurse Practitioner Dean Warren and Practice Nurse Val Latham. Another Nurse Practitioner is being appointed and four new Receptionists have also joined the team.

Anne Edwards has joined the team as Primary Care Pharmacist. She will be supporting the GPs with prescribing queries, updating systems and processes, working with patients on medicines compliance and the local pharmacies in order to improve the service we provide to patients.

## DNAs (Did not Attend)

Every month a significant number of people fail to turn up for their GP or Nursing appointments. When this happens, the effects are –

- An increase in the waiting time for appointments
- Frustration for both patients and staff
- A serious waste of resources

For the sake of all of us, we really need to ensure that doctor and nurse appointments are not wasted, therefore if you know you cannot attend an appointment, please cancel it as early as possible so that it can be offered to another patient.

## PRACTICE NEWS

Welcome to this Newsletter, which we hope will become a regular communication from the practice to those of you who have signed up to receive emails from us. We will only use this to send you information and also, from time to time ask for your views and opinions.

It has been a very busy and challenging few months as we have worked hard to integrate the two practices following the merger.

In December, Dan Burnham resigned from his post as practice manager at Abbey View Medical Centre due to family commitments. The partners felt that the management needs should be reviewed before we make any decision about a replacement. This means that I shall be spending 2 days a week at Sturminster Newton and 3 days at Abbey View until Easter, during which time we can assess the management needs of the whole practice.

The new telephone system has been installed and is operational. It means that contact with the practice is quicker and the system tells staff the location of the call, enabling the patient to be directed to the most appropriate surgery.

Over the next couple of months, the reception area at Abbey View will be redeveloped and it will improve patient experience and help to streamline the service. There will be more training with all admin staff who answer calls and deal with patient enquiries at the front desk. This will help to keep waiting times for call answering, down to a minimum.

A new website is being developed and should be up and running in the next couple of months. It will include updated pictures and profiles of all GPs and staff groups will be added.

The Practice Leaflet is being reviewed to feature all four sites and the Facebook page has been updated to reflect Blackmore Vale Partnership.

As things continue to settle down, we will constantly strive to improve and enhance the services we provide for our patients.

Jane Dawes – Managing Partner

## UNWANTED & OUT-OF-DATE MEDICINES

At both Abbey View and Sturminster, there has been a facility for patients to drop off unwanted, or out-of-date medicines. These containers are then collected and disposed of by a specialist clinical waste management service.

However, as there has been an increase in the amount of controlled drugs, inappropriate medication and needles etc. being disposed of, this has become increasingly dangerous for staff. As a result, this facility can no longer be offered by the surgeries. In future all unwanted medication should be taken to a pharmacy, as they are far better placed to run this safely and effectively.

## PRESCRIPTIONS

We, along with the vast majority of GP Practices are changing to '28 day prescribing', which means that each time you get a prescription, you will receive enough of each medicine to last you one month.

Research has shown that a very large amount of medication is wasted when doctors prescribe for two months (56 days) resulting in the loss of millions of pounds, which could be used to provide services elsewhere in the NHS. If you are being prescribed a "repeat medicine" your doctor will now start to prescribe enough of each medicine to last you for 28 days. This reduces the amount of medicine which is currently wasted when medicines are stopped or changed by doctors. It also reduces the amount of waste when partly filled containers are thrown away. You should only have to visit the surgery once a month to collect your repeat medicines.

The way you take your medicine will remain the same, only the amount of medicines you receive on each prescription will change.

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

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**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

## A DATE FOR YOUR DIARY

This will be a fantastic opportunity to have many of your queries regarding various medical and wellbeing issues answered. As well as covering health topics like Asthma, Dementia, Osteoarthritis, Stroke, etc. there will be stalls from Age Concern, St John Ambulance, Healthwatch, Diabetes UK, Dorset Blind Association, Alzheimer's Society, Coeliac UK and many more, covering diet, obesity, high cholesterol and hypertension.

In other words, a vast array of experts close at hand providing up to date information regarding many of our health and wellbeing concerns.

For more details – [www.sturminstersurgery.co.uk](http://www.sturminstersurgery.co.uk)