



# The Doctors Notes

The Cranborne Practice Community Newsletter

Early Summer 2022



## IMPORTANT CHANGES to our Appointments System

From Monday, the 6th of June, a new gateway will change how you book GP appointments. The changes are intended to improve the accessibility of GP services, reduce waiting times and support our patient needs, creating opportunities to access a GP on the day of need.

From this date, GP appointment bookings will only be able to be made by telephone or online using a SystmOnline account or through the NHS app or Airmid App. In person bookings may also be made at our Lake Road Surgery branch. The online GP Appointment request form on our website is no longer available, nor will email requests to book appointments be accepted.

### Why are we introducing this change?

The Cranborne Practice provides support to over 11,800 patients. There are 9 GPs (a mixture of part-time and full-time), 1 advanced Pharmacist, 7 nurses, 6 Health Care Assistants, 12 medical receptionists and 5 administrators and secretaries.

On an average week, the Practice will

- receive over **1,900 phone calls**
- issue **1,300 repeat prescriptions**
- undertake over **1,400 telephone consultations**
- see over **900 people in person**

However, while historically we were able to meet the daily demands to see a GP, currently a patient can wait up to 2 weeks to see a GP. Lockdown and the changes in the way we had to operate during the pandemic has caused a build up in demand which we have been working hard to address.

We are, in effect, resetting the system so that we can again deal with our patients concerns on the day.

For more information on what is changing and answers to some Frequently Asked Questions, please [visit the Patient Services and Information page on our website:>>](#) Please note that there is no change to other appointment booking types. Appointment arrangements to see a Nurse, Health Care Assistant or for vaccinations remain unchanged.

## Help to access online services

If you or someone you know could benefit from learning more about how to get online, a Digital Champion can help.

Your local Digital Champion offers FREE Digital Learning sessions by appointment on Friday mornings between 10.30 am and 12.30 pm at Verwood Library.

To book a slot contact Verwood Library, not the surgery. You can call 01202 822972, email [verwoodlibrary@dorsetcouncil.gov.uk](mailto:verwoodlibrary@dorsetcouncil.gov.uk) or pop into the Library to reserve a space.

## Patient Transportation Assistance

Patients needing to travel to and from medical appointments typically make their own travel arrangements by using public transport or privately through taxis, relatives, friends or neighbours. However, for patients without access to transportation or who cannot drive through illness or injury, our Patient Participation Group (PPG) has collated details of voluntary car schemes and patient transport options for Verwood and the nearby area.

Options are set out in the Transport Assistance leaflet, which can be obtained from Reception. The leaflet can also be

[downloaded, viewed or printed by following this link:>>](#) or by scanning this QR code.





## The Crane Valley Community Vaccination Centre and COVID

The Crane Valley Community Vaccination Centre opened in December 2021 to support the COVID-19 Booster Vaccination Programme, and since its launch, site staff have delivered over 6,000 doses to the local community. The Spring Booster Programme commenced in March, and the Centre has held many drive-through and in site clinics since then.

The Spring Booster programme results from the Joint Committee on Vaccination and Immunisation (JCVI) recommendation that a further vaccine booster shot should be offered to those most vulnerable to COVID-19 as a precautionary measure. Those considered most vulnerable include people aged 75 years and older, residents in care homes for older people, and those with severely weakened immune systems. In the Crane Valley network of GP Practices, to date, just over 60% of eligible patients have taken the opportunity to receive their Spring Booster.

Appointments are offered at around six months (and not before three months) since your last dose of vaccine. NHS England, charities and community leaders have urged all people with a severely weakened immune system to get all of their doses of the COVID-19 vaccine, including a spring booster for maximum protection. Please see their open letter on the NHS website by scanning the QR code or following this link:>>>  
<https://bit.ly/3Gxe>



## Staff News

### Focus on Dispensing and Pharmacy - comings and goings

May we take the opportunity to introduce you to our Pharmacy and Dispensing Team in this issue of The Doctor's Notes. **Ella Holder** is our Clinical Pharmacist, and in this role she works alongside the Practice team providing extra help to patients in managing their long-term conditions and providing advice and guidance for those on multiple medicines.

Our Dispensing Team includes: **Karen Hargrave** (Senior Dispenser), **Emma Thorne** and **Nicki Gibbons** (Dispensers), and **Debra Henstridge** (Dispensing Assistant). This team works out of the Cranborne site dispensary processing your prescription requests.

We welcome our new staff members since our last newsletter: **Ryan Garin** is our new Advanced Nurse Practitioner, **Susan Maguire** joins our Admin Team and **Jo Belbin** and **Beth Harrold** have started with us as Receptionists.

We are sad to lose **Dr Emma John**, who has just left us to take up a new position in Bournemouth. We wish her well.

### The new website feedback

We recently asked for patient feedback on the Practice website, which was upgraded last year. Thanks to those patients who responded. Your responses really make a difference! Over 90% of respondents said they found it easy to find the information or service(s) they need as a patient.

As a result of feedback, we've made changes to our Home Page, for example, making the Staff list and SystemOnline log in more easily accessible. In addition, we are updating the web eForms to make the date of birth entry field a free text rather than a calendar format, as some respondents found having to scroll to enter their birth date time consuming and a barrier to using the forms. However, we were pleased to learn that when asked how likely they were to recommend the website to friends and family, 87% were very or somewhat likely to do so.



### Help lift people out of loneliness

Feeling lonely is something that all of us can experience at any point and it can have a huge impact on our wellbeing. It's important to remember that these feelings can pass and that there are lots of ways we can help each other too.

Fancy a cuppa? Fancy a walk? Sometimes reaching out to each other with as little as three words can make a big difference.

As part of the Better Health: Every Mind Matters campaign, people are being encouraged to 'Lift Someone Out of Loneliness' by taking a simple action to help someone who may be feeling lonely. If we do this regularly, we can all help to lift each other up.

More information can be found on the NHS website - Every Mind Matters web pages:>>>

### More Spaces to Park your car

The Lake Road Surgery Patient Parking area has now been extended. This time last year patients were having to navigate around a pot hole.

We have now invested in a new level surface, parking bay markings and more spaces as a result we are pleased to advise that our patient car park at the Lake Road Surgery has now been extended to include the far end of the area (previously staff only parking).

Our Practice is part of the Crane Valley Primary Care Network. Over the coming months, keep an eye out for more about the PCN and the part it plays in ensuring your best health and wellbeing.

