



The Doctors Notes

The Cranborne Practice Community Newsletter

Winter 2021/22



Changing Partners

Following **Dr Colin Davidson's** retirement from the Practice in September, **Dr Bruce Woollard** will be taking on the mantle of "Senior Partner" while **Jo Morris** - formerly Practice Manager (image above) - has agreed to take on the new role of Managing Partner.

Jo is our longest-serving member of staff at The Cranborne Practice. She joined in 1990 as a senior dispenser, took on fundholding and was appointed Assistant Practice Manager in 1995. She has been Practice Manager since 1998.

The Partners will still make strategic decisions as a group, but Jo will have complete responsibility for the Practice's day-to-day running. "*Under her management, The Cranborne Practice has flourished and grown,*" says **Dr Woollard**. "*Andy Levinson and I feel safe in the knowledge that Jo is at the helm.*" Jo's appointment to the role of Managing Partner will give **Drs Levinson and Woollard** more time to look after the health needs of more of our patients.



The Crane Valley Community Vaccination Centre and vaccine info

December saw the new GP-led local Vaccination Centre opening in Verwood. The Crane Valley PCN Vaccination site is located at 131 Newtown Road, next to our Lake Road surgery. Originally planned to open its doors in January this year, its launch was accelerated in response to the national COVID vaccination programme. Since its launch, nearly 4,000 jabs have been delivered to patients in the network.

It's never too late to come forward for a COVID-19 Vaccine. Eligible patients can get a booster, first or second jab and help protect themselves. Please note that in line with JCVI guidance, if you've had a positive COVID-19 test, you need to wait before getting any dose of the vaccine. Anyone aged 18 and over or those 12 - 17 and considered at high risk from COVID-19 must wait four weeks (28 days) from the date of a positive COVID-19 test before.

Look after someone? Are you a carer?

You might not think of yourself as a carer and think what you do is just part of being a parent, spouse, friend or sibling. A carer is someone who, with or without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Carers are at a much higher risk of becoming ill, and you must look after your own health and accept any treatment you need. Ultimately, you cannot look after someone else without first looking after yourself. We may be able to help you.

If you care for someone else, please let us know so we may update our medical records. We have a dedicated Carers Support page on the Practice website; it contains a wealth of information about caring and support for carers. In addition, the Practice is an active supporter of the "Verwood Carers" group, irrespective of whether they are our patients or not. Further details on the group can be obtained by contacting Sue Thorne, Manager - Verwood Connect (Tricuro) **01202 828345**.



Avoid phone queues!

Wherever possible, please consider using our website to obtain information, advice, and access our GP services. It's easy to make or cancel an appointment, order repeat prescriptions or contact us about a general query through our website

www.thecranbornepractice.co.uk



Who's who in the Practice

As promised in our last newsletter, we focus on the Practice Management and Administration team in this issue. **Jo Morris**, the Managing Partner, has overall accountability for business performance and development of the Practice. **Annie Morris**, Operations Manager, is responsible for overseeing the day to day activities of the Practice.

The Reception Team, managed by **Wendy Richmond** and supervised by **Sarah Wheatley**, cover the Practice reception, overseeing Reception staff across both Cranborne and Lake Road sites. The team arrange various appointments, produce patient repeat prescriptions, pass on information to patients, as appropriate, such as blood results, explain our services and answer telephone lines. The Secretaries can answer patient enquiries concerning communications between the Practice and other agencies, e.g. hospitals.

The Administrative Team is based at the Cranborne site and is supervised by **Debbie Andrews**, Assistant Practice Manager, who also handles day to day finance and accounting activities. The Admin Team is responsible for updating and summarising patients' medical records, scanning all incoming patient information, undertaking regular audits and research projects, operating a recall system for patients, and writing to them for reviews due as appropriate.

In our next newsletter - **the Pharmacy and Dispensing team.**

Reception Team

Reception Manager

Wendy Richmond

Reception Supervisor

Sarah Wheatley

Receptionists:

Carol White
Debra Henstridge
Hazel Southam
Jane Rust
Jemma Silcock
Karen Hillyard
Katie Orchard
Lucy Barton-Jones
Millie Wheatley
Tracy Whitehead
Vicky Brown

Other Staff News

Since our last newsletter, we have welcomed several new recruits to the Health team. **Eleanor (Ellie) Hardy** has started working in the Practice Nursing team, previously working as a District Nurse, and **Jonny Stokes** has joined the Health Care Assistant (HCA) team. In addition, **Dr Emma John** has joined the GP team permanently. And last but not least, we are delighted to announce that **Dr Julia Chubb** has had a baby son, Robin, born 12th January.

Admin Team

Clinical Administrator

Millie Wheatley

Administrators

Dan Scott
Lisa Plumley

Secretaries

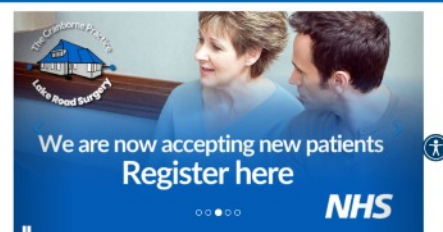
Kerry Dowell
Kate Cross
Karen Buckle



Citizens Advice Sessions

citizens advice

Our colleagues at Citizens Advice offer in-person Outreach sessions at both our surgery branches. A Citizens Advice caseworker provides free, individual, face-to-face, confidential advice to our registered patients by appointment. Sessions are offered Wednesday mornings and alternate between Lake Road and Cranborne surgery sites. Patients registered with the Practice may book an appointment through our website or contact us through Reception.



How to contact us

email:
cranborne.reception@dorsetgp.nhs.uk
Cranborne Surgery, Pennys Lane,
01725 517272
Lake Road Surgery, Lake Road,
01202 822825

Our website

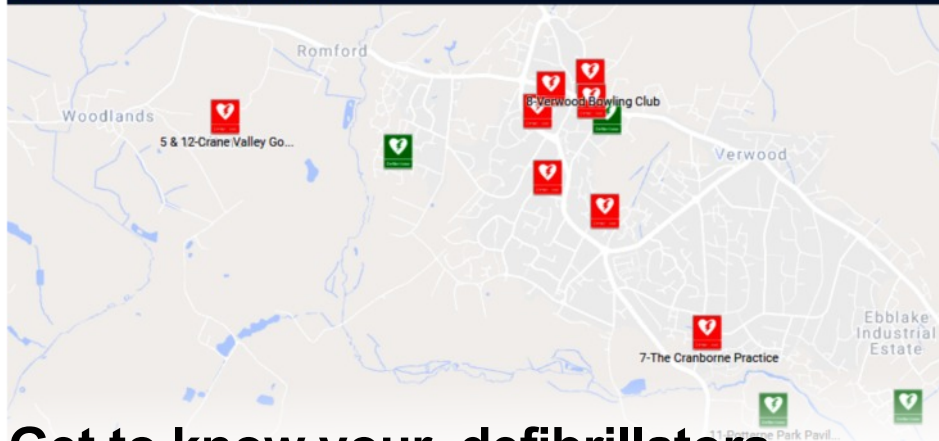
We have one aim to support, assist, treat and care for the community of Cranborne, Verwood and the surrounding area, helping people to obtain, regain and maintain a healthy quality of life. We currently serve over 11,500 patients at our two surgeries based at Pennys Lane, Cranborne and Lake Road.

“Site” your views

In July last year, we upgraded our Practice website, www.thecranbornepractice.co.uk. The website site has been developed in consultation with our Patient Participation Group (PPG) members to ensure it provides the information, advice, and access to the relevant services we provide to our patients. Website content is regularly reviewed by the Practice and members of the PPG to ensure that it continues to meet the needs of our patients and provide quick and easy access to GP services online.

We have recently launched a survey to ask our patients for their feedback on the website. We want to know what works well and what could be improved. [Follow this link](#) or use this QR code to access the survey.





Get to know your defibrillators

The Patient Participation Group (PPG) members of The Cranborne Practice Lake Road Surgery have compiled a list of known Defibrillator locations in Verwood and Cranborne. According to the British Heart Foundation, for every minute someone is in cardiac arrest without Cardiopulmonary Resuscitation (CPR) and access to a defibrillator, **their chance of survival drops by up to 10%**.

In addition, a list of the 15 locations across Verwood and Cranborne has also been made available to view outside Verwood Town Council Office and other local community settings.

A defibrillator, when available in an emergency, can be lifesaving. Thanks to the funding and support by local groups and organisations in our community, this lifesaving equipment is available.

You don't need to be trained to use a defibrillator - anyone can use it. There are clear instructions on how to use the equipment, contact emergency services, and attach the defibrillator pads. The defibrillator then assesses the heart rhythm and will only instruct the user to deliver a shock if it's needed. You can't deliver a shock accidentally. It is recommended that CPR is used until a defibrillator is applied and the Ambulance arrives.

[Download a PDF copy of the map by following this link:>>](#)



Armed Forces Veteran friendly accredited GP practice

We are an Armed Forces veteran-friendly accredited GP Practice. This means that, as part of the health commitments of the Armed Forces Covenant, we:

- Have a clinical lead for veteran health - **Dr Bruce Woollard**
- Ask patients **"Have you served?"** to identify veteran patients
- Support veteran patients to access dedicated health services
- Undertake specialist training to meet the health commitment of the Armed Forces Covenant

This is important in helping ex-forces to get the best care and treatment. If you are a veteran patient, please let us know that you have served so that we can make sure that we understand your health needs. For more information on the Veterans' Patient Charter we have signed up for and other information to help with the health and wellbeing needs of you and your family, please visit our dedicated Armed Forces Veteran Friendly page on the Practice website.

Appointment metrics and DNAs

In 2021, we offered just over 114,000 appointments to patients, many of them in person with a GP, Nurse or Health Care Assistant (HCA). However, for approximately 1,000 of those, the patient Did Not Attend (DNA) their slot. This means the patient did not turn up for the appointment and did not contact the surgery to cancel or change the appointment in advance.

At The Cranborne Practice, historically, we have experienced very low rates of missed appointments. And we are thankful to our wonderful patients who make that possible. Despite this low rate of missed appointments, we experienced a doubling in the number of missed appointments over the last half of the year. This saddens us because for every missed appointment, we have lost the opportunity to help someone who really needed it. For that reason, please help us keep our missed appointment rates low by following these tips:

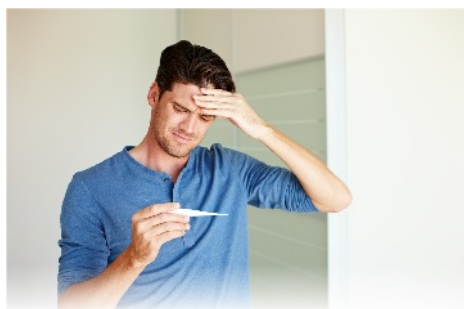
Please book appointments only when you need them. Many conditions such as colds, coughs and sore throats will typically get better given a little more time. It is often sensible to speak to your pharmacist first in such cases.

Please contact us if you book an appointment and cannot make it. Of course, you can phone us, but often a quicker way to let us know is by using the NHS App, the Cancel an Appointment form on our website or even sending a message through our Facebook page. This way, we can offer the appointment to someone else to give them the help they need.

Please remember that telephone appointments are just as valuable as face to face appointments. And therefore missed telephone appointments count as missed appointments. So if you will be unable to keep your timed telephone appointment, please cancel it beforehand.

We record all missed appointments, and if appointments are frequently missed, you may be asked to leave the surgery.

Thank you for helping us, to help you!



COVID is still in our community

We want to assure our patients that everyone at The Cranborne Practice continues to work at full capacity with no health services cancelled or on hold. While coronavirus offers challenges for health services, we are still here for you. Look after yourself and others:

- get vaccinated against COVID-19 - everyone aged 12 and over can book vaccination appointments now
- meet people outside if possible
- open doors and windows to let in fresh air if meeting people inside
- limit the number of people you meet and avoid crowded places
- wear a face covering in shops, on public transport and when it's hard to stay away from other people (particularly indoors or in crowded places)
- wash your hands with soap and water or use hand sanitiser regularly throughout the day

The surgery is open and we are providing face to face appointments. We are also offering telephone consultations where a patient is happy to discuss their concern initially with a GP over the phone. We will continue to ensure our website is updated with our services and do all we can to make contacting us as easy as possible.

Contacting the Practice

Remember our phone lines are always busy the first working day of the week, especially after bank holidays. Wherever possible, please consider using our website to obtain information, advice, and access to the relevant GP services we provide to our patients.

It's easy to make or cancel an appointment, order repeat prescriptions, contact us about a general query or even update your contact details through our website or send us an email to cranborne.reception@dorsetgp.nhs.uk

You can also send us message through [our Facebook page](#).

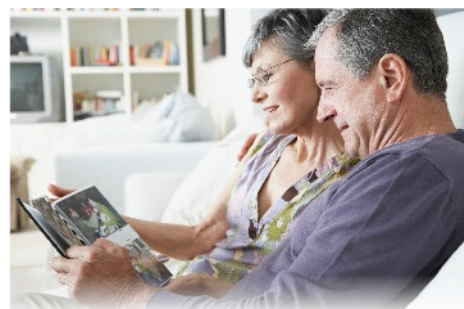
This helps us focus on our most vulnerable patients who rely solely on the telephone to contact us. Thank you.

Find us on Social Media



As well as Facebook, you can now follow us on Instagram and Twitter. Follow us through our handle [@CranborneGP](#).

However, we are very aware that not all our patients have access to social media, the internet or indeed go "online" at all. So we offer alternative communication methods such as our Community Vaccination Information Line (**01202 283695**).



MAS - The Memory Assessment Service

The Memory Assessment Service (MAS) provides specialist help for residents of Dorset with a memory problem affecting their daily life. MAS aims to diagnose the cause, offer treatment and advice, and direct you to other services that can provide support.

If you are worried about your memory or that of someone you care about, contact us for some brief tests. If the GP thinks more detailed information is needed to understand your memory problems he or she will refer you to the Memory Assessment Service (MAS).

[Download and view this leaflet which contains more information for patients, relatives and carers.](#)

Where Did the Hole Go?!

Visitors to the surgery will notice that there is a new surface to the car park and clearly marked out parking bays. Gone are the potholes and dips that's collected water. The new surface was very much needed but funding needed to be found before work could commence.

Working for the health and well-being of Verwood and Cranborne.

