



The Doctors Notes

The Cranborne Practice Community Newsletter

Winter 2022/23

Help Us Help You through this year's Winter Pressures

Like GP Practices across the country, we continue to experience high demand for primary care services as we enter Winter 2022/23. But, as this image shows, the bit people typically experience is only the tip of the iceberg of our work. How can you help alleviate some of the pressure on your GP Practice and the NHS generally?

- Take up the offer of free Flu and COVID booster vaccines to reduce your risk of illness.
- Seek expert advice from your local pharmacist, who can help with minor health problems.
- Register for and use online services
- Consider using the NHS Dorset library of Health and Care Apps
- Please take a look at the NHS Dorset Health and Care video library

For more details visit the Stay Well page on our website www.thecranbornepractice.co.uk/stay-well.



No need to contact us for Test Results

We will contact you if your test results indicate that further treatment or advice is required. However, we understand that people may want to learn more about the results even if there are in the normal range.

You do not need to call or email us to find out more. **Anyone signed up to use the SystemOnline Patient Access service can view their results** by looking at the "View Results" section of Your Records on their SystemOnline account on a computer or in the Lab Results in the Medical Record section if you use the Airmid App.

If you are an NHS App user, **tap on the View your GP health record, and then tap on Your health and GP health record** and follow the instructions to view test results.

About the Primary Care Network

Primary Care Networks (PCN) are part of NHS plans designed to build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people in the local community.

The Cranborne Practice (including Lake Road Surgery) are one of four GP practices in the **Crane Valley Primary Care Network**, along with The Barcellos Family Practice, Verwood Surgery and West Moors Village Surgery.



Read more about the services and projects being undertaken by the PCN on their website at www.cranevalleypcn.org.

Need help getting to grips with using SystemOnline, the Airmid or NHS Apps? There are FREE Digital Champion sessions available every Friday at Verwood Library. Phone 01202 822972 or pop in to see the Library staff to book an appointment for assistance from Volunteer Digital Champions, Julie or Colin.

Hospital waiting lists are not within our control

The Cranborne Practice cannot influence, chase or speed up hospital appointments, even if we have referred a patient. Contact from us will not expedite when you will be seen, as the hospital triages all appointments. Please do not ask to speak to a GP regarding expediting a hospital appointment unless your condition has significantly changed since you were initially referred.

Are you awaiting an outpatient appointment or planned procedure date at a hospital?

Find waiting time information for University Hospitals Dorset at www.myplannedcare.nhs.uk/swest/university-dorset/

And for Salisbury NHS Foundation Trust Hospitals, at www.myplannedcare.nhs.uk/swest/salisbury/



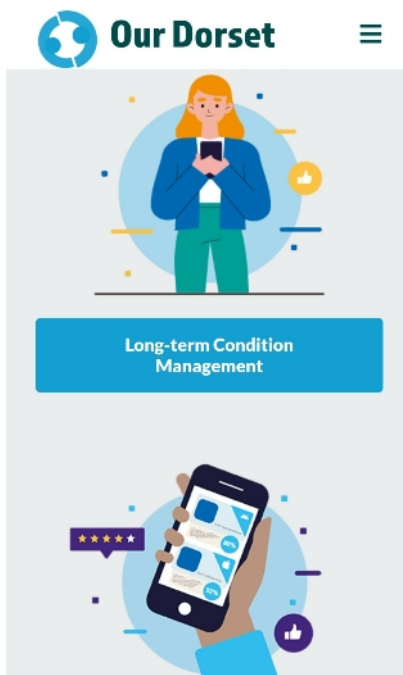
Have a question about hospital appointments, or are you looking for the results of a test done at a hospital?

Please phone the relevant consultant secretary or hospital appointments booking team directly.

May we stress that people do not need to let us know about their hospital consultant letters, as details are already provided to us directly from the relevant secondary care provider. Contacting us to provide copies of consultant letters duplicates our work.

We're on social media

Follow the Practice on [Facebook](#), [Twitter](#) and [Instagram](#) for the latest information, news and events.



An App a day helps the doctor

Our Dorset Digital develop and embed digital healthcare tools and technologies to support Dorset citizens and NHS staff and frontline teams. Their mission is to empower self-care and enable Dorset residents to confidently **manage their health, mental health, well-being and long-term conditions.**

Apps present a fantastic opportunity to provide us with valuable health information which can help us not only improve the quality of our healthcare, but also help us to live healthier lives.

Over the course of the coming months, we will be offering people the opportunity to work with our health care professionals to **monitor their kidney health, hypertension, asthma, COPD and diabetes** from the comfort of their own home. You may receive a text from us offering you the opportunity to use an app to help you (and us!) manage your long term condition.

If you would like to learn more about health and care apps that are secure with your data privacy and have been proven in clinical safety to support you in your own home please visit the Our Dorset website here: www.ourdorset.org.uk/digital

Staff news

We are delighted to announce that **Dr Ahmad Al-Chalaby** has become a full GP partner, working alongside Dr Bruce Woollard, Dr Andy Levinson and Managing Partner, Jo Morris.

In other staff news, since our Summer Newsletter in June, we've had a few new faces join The Cranborne Practice team. **Jocelyn Brewin Bland** has joined the Nursing Team, while more recently, we welcomed **Lara Rowe** to the Reception team.

We have recently recruited **Dr Will Richardson** to our GP team. Patients may have also been offered a consultation with GP Registrar, **Dr Rhys Watkins**. A GP Registrar is a fully qualified doctor who is completing their primary care training.

Stephen Sheppard, has also started with us. Stephen is a Clinical Pharmacist who works alongside GPs to support patient medication reviews.

Last but not least, we are happy to advise that **Dr Julia Chubb** is returning from maternity doing three sessions a week from mid-January.



Extended hours

The Cranborne Practice now offers clinic appointments monthly on Saturday mornings for SmokeStop, Respiratory and Diabetes checks, and Learning Disability health checks.

This supplements the increased same-day face-to-face or telephone GP consultations offered since October on weekdays as part of the Enhanced Access programme of offering additional appointments in Primary Care.

Please note that on Saturday mornings we are unable to carry out tests that need to be sent to the laboratory, such as blood tests, as the lab facilities are unavailable over the weekend.