



# The Doctors Notes

The Cranborne Practice Community Newsletter

Summer 2023

## Same Day Booking Update

The Cranborne Practice introduced the same-day GP appointment booking system last year to maintain the level of service required to meet their healthcare provision standards. With available capacity and the demands on their services, continuing a forward booking system was impossible.

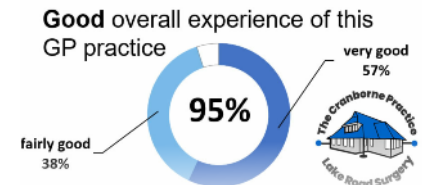
Prior to June 2022 when the new system was implemented, if a person needed to see a GP to address a health issue or a worry, they would have had to wait or hope for a cancellation. As a result, a patient may have waited in pain or discomfort while a person who had pre-booked for a less urgent issue was seen. The situation was compounded by the higher levels of “**Did Not Attends**” meaning that someone who could have seen a GP earlier did not.

We know booking online means doing so at 7 am or phoning from 8 am and waiting your turn in the queue. However, while this may be inconvenient, this does not impact on health. We prefer to take on board the dissatisfaction rather than see a patient’s health or well-being at risk because there has been a delay in seeing or speaking with a GP. Here are some of the facts that demonstrate the benefits of the same day GP appointment booking systems:

The cost of missed appointments equates to thousands of pounds in wasted NHS resources every month. However, **the new system has considerably reduced the number of GP Appointment DNAs (Did Not Attends)**. For example, during the six months before the new system was introduced in June 2022, 121 GP Appointment slots were wasted because the patient did not attend or was not available for a telephone consultation. On the other hand, for the six months following the launch of the same-day GP appointment booking system, **the number of DNAs was seen to have been reduced by 58%**. The same-day appointment booking system avoids the risk that the patient has forgotten about an appointment booked in advance or has not attended because they felt they no longer needed treatment.

**The Cranborne Practice provides the highest percentage of same day appointments of all the surgeries in Dorset.** In the last reported month (May 2023), The Cranborne Practice carried out 81% of its GP appointments on the same day, and two thirds of appointments are face-to-face. **The Practice also undertakes more appointments per patient list size - at 35% more than the national average.** In March 2022, the Practice undertook 735 appointments per 1,000 registered patients. By March 2023, this was raised by a further 5.6%. The same-day appointment system has enabled the Practice to continue to provide more appointments **enabling more people’s health and well-being needs to be addressed.**

Read more about why changing the appointment system to healthcare at the point of need can improve access to GP services in a guide prepared by members of our Patient Participation Group by **scanning this QR code:**



## The National GP Patient Survey Results are in!

The annual GP Patient survey results have been published, and we are delighted to be recognised as one of the top rated practices in Dorset! **99% of respondents expressed confidence with the healthcare professionals with whom they interacted. More details can be found on Page 2.**

## The NHS App

Provided and managed by the NHS, the NHS App is different from the NHS COVID-19 App, which was used during the pandemic for tracking and tracing purposes.

Many people may have used the NHS App for their pass to go on holiday or attend a concert. But as with the Airmid app, you can:

- book and manage appointments at your GP surgery
- order repeat prescriptions
- check your symptoms and find out what to do when you need help urgently
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data.

Download the NHS App from the Apple Store or Google Play.

# GP Annual Patient Survey Results

The annual GP Patient survey results have been published, and we are delighted to be recognised as one of the top rated practices in Dorset!

The nationwide survey, is conducted annually by Ipsos MORI and published by NHS England, and gathers patient feedback on various aspects of their healthcare journey, including access to GPs, appointment-making, quality of care, COVID-19 response, and satisfaction with opening hours and out-of-hours services.

From the responses received, The Cranborne Practice stood out with impressive scores that were higher than the national and county averages in virtually all areas:

**95%** of respondents described their experience of the GP practice as good

**92%** expressed that the help received from receptionists at their local practice was helpful.

**89%** reported they were satisfied with the appointment offered

**98%** felt that their healthcare professional was good at giving them enough time

**96%** felt that their healthcare professional was good at listening to them

**93%** believed their healthcare professional was good at treating them with care and concern

**96%** stated that they were actively involved in decisions regarding their care or treatment

**99%** expressed confidence in the healthcare professionals they interacted with

**98%** agreed that their needs were met during their last appointment.

Thank you to everyone who took the time to respond.



## Support for Veteran Patients

Our veteran patients have free access to **Togetherall**, a safe anonymous online community where members can share what's on their mind, take comfort reading the thoughts of others or browse the many resources available.

**Togetherall** provides, a supportive online community - moderated by professionals at all times (BACP members or equivalent). Also, an anonymous space, free from stigma or judgement plus a safe place to talk at any time of the day or night.

A library of self-help materials, including structured online courses on topics such as managing depression, improving sleep and a 'managing PTSD' course, which has been specifically designed to support the Armed Forces.

The **Togetherall service is free for veterans** and can be accessed immediately through a computer or mobile device at:

[www.togetherall.com/en-gb/](http://www.togetherall.com/en-gb/)

## A reminder for our patients about Specimens

Occasionally, you may be requested to provide a urine or stool sample. **All specimens must be provided in a suitable container and marked clearly with name, date of birth, date provided and reason for the specimen.**

Failure to do so may mean that the test will need to be repeated.

Please also note that when bringing in a sample to the surgery, only samples in the correct container can be accepted. These are available from reception. More information on how to collect and store samples can be found on the NHS website using the links below.

[How to collect and store a urine sample>>](#)

[How to collect and store a stool sample>>](#)

Thank you for helping us help you.

## How to make the most out of your GP appointment

*Here are some tips:*

**Talk about the most important thing first** - It is best to talk about the most important problem first, even if it is the most embarrassing or worrying. Write everything down before hand if necessary.

**Is this your first visit to the Practice?** - Please bring a list of medication you are currently taking. **If you don't understand, don't be afraid to ask again** - The Doctor can explain what has been said or any words you did not understand.

**Ask a friend or family member to come with you** - only if you would like.

**Make sure you know what happens next** - You may be asked to book a follow up appointment, be referred to a Consultant or require to attend for further tests. Make sure you know if you need to do anything and write it down if necessary.

**If you are late** - you may not be seen. Please allow plenty of time when travelling to the Practice, and if driving for parking your car.

**Zero tolerance** - Please be respectful to other patients and staff when attending the Practice. Disruptive or abusive behaviour will not be tolerated.





## Choose how you want to contact us

It's not a secret that our surgeries have been busier than ever. That's why we have been working to implement more ways to contact us over the past few years.

As well as visiting or calling us, we offer a range of ways to get in touch online for your health and well-being needs.

You can:

**VISIT US** at either our Cranborne surgery or at Lake Road surgery.

Our surgeries' opening times are:

### CRANBORNE SURGERY

**Mondays 8.30am\* to 1pm and 2pm to 6.30pm**

**Tuesday through Friday 8.30am\* to 1pm and 2pm to 5pm**

**Closed Saturdays, Sundays and Bank Holidays**

**\* Open from 8 am for Prescription Collections**

### LAKE ROAD SURGERY

**Monday through Friday: 8am to 6.30pm**

**Closed Saturdays, Sundays and Bank Holidays**

**CALL US** on 01725 517272 or 01202 822825. Our phone lines are open Monday through Friday from 8 am to 6.30 pm. Closed Saturdays, Sundays and Bank Holidays.

**CONTACT US ONLINE** for your health and well-being needs at [www.thecranbornepractice.co.uk](http://www.thecranbornepractice.co.uk)

**However you choose to contact us, our dedicated medical team will respond based on your unique circumstances.**

## Staff News

We are pleased to advise that **Dr Rhys Watkins** who has been undertaking his training with us as GP Register, will be joining us as a salaried GP from August.

We are also delighted to have recently recruited **Dr. Shiuly Hoque** and **Dr Leanne Jackson** to our GP Team. From time to time patients may be offered a consultation with a locum GP. Locum GPs are fully qualified GPs and therefore have the same training and qualifications as our salaried GPs.. **Dr Caroline Hamblett** is back with us on a locum basis offering face to face GP sessions at both surgery sites.

**Elizabeth Treasure** has joined the Dispensing team and **Abigail Marais** has joined the nursing team as an Advanced Nurse Practitioner. Like her colleague, **Ryan Garin**, ANPs are registered nurses trained at an advanced level enabling them to diagnose conditions, prescribe medications and suggest treatments to patients.

All members of our **Nursing team** are actively engaged in health education and disease prevention and are always happy to discuss this with you. **Health Care Assistants (HCAs)** provide an essential service by observing, monitoring and recording patients' conditions such as blood tests, blood pressure checks, applying dressings and routine health checks.

Chronic Disease Management is also offered by **specialist nurses**, and we have recently updated our website to highlight the specialist advice our nurses and healthcare assistants provide.



Are you looking after someone?

## Attention Carers

People who regularly look after a family member or friend can now explore resources to support them using an online tool known as **Bridgit**. It's a quick and easy way for carers or cared for people to learn about health conditions, get personal advice and find local events and services.

Brought to you by Dorset Council, **Bridgit** allows people to explore free well-being, employment, finance and care advice and events, local and national support services and training opportunities. People can also build their own 'self-care plan'. It's all available any time of day and without registering first.

Find out more about Bridgit and how you can access the right support at the right time for you as a carer on our Carers Support web page or by scanning this QR code:



## Is there a doctor in the house?

While we offer the ability to book a same day appointment with a GP when needed, we know some may want to wait to see a specific GP. We have now added the days doctors usually hold surgeries to the staff page on our website. This means patients can request a consultation on those days.

Visit the Our Staff page on our website or copy and paste this link into your internet browser:

[www.thecranbornepractice.co.uk/our-staff](http://www.thecranbornepractice.co.uk/our-staff)

## Room to grow at Lake Road

The relocation of Verwood Pharmacy enables us to use the space to expand at our Lake Road Surgery branch.

As recently communicated on our website and social media, Verwood Pharmacy has relocated from the Lake Road Surgery site to new premises.

Our Lake Road Surgery is still open as usual, and the departure of the pharmacy enables The Cranborne Practice to expand its consulting rooms at the site, adding **three more consulting rooms for face-to-face appointments**. Work is now underway to convert the rooms in readiness for patients.

These changes have enabled the Cranborne Practice to continue to develop and offer more services, including increased availability of face-to-face appointments for our patients.

The surgery is proud of its same-day appointment service, where **81% of patients calling for a GP appointment will get to see or speak to a GP on the same day**. With this increased capacity, the surgery is pleased to continue to be able to take on new patients.



Lake Road Surgery

Our Receptionists continue to receive enquiries concerning our Lake Road Branch and Verwood Pharmacy. So may we clarify that our Lake Road Surgery site remains open, but we cannot assist with queries about Verwood Pharmacy operations.

Pharmland Ltd, trading as Verwood Pharmacy, is a separate entity not owned or operated by our Practice. However, Verwood Pharmacy has made available information about the move and its services on their website at

[www.pharmland.co.uk](http://www.pharmland.co.uk)



## Be Tick Aware

It's **Tick Season**, so whilst you are out and about enjoying our wonderful Dorset countryside take care to avoid tick bites.

**Lyme Disease** is the most common human disease transmitted by ticks – if you think you've been bitten it's important to act early. Contact us if notice a clear bullseye rash around a bite site (see above image), or if you feel unwell with flu-like symptoms.

#BeTickAware.

## PPG Defibrillator List

Defibrillators are medical devices that help and support a rescue for a patient in Cardiac Arrest. You might also hear a defibrillator be called a defib, an AED (Automated External Defibrillator) or a PAD (Public Access Defibrillator).

Our Patient Participation Group members have collated a **list of local defibrillators** for the benefit of the local community. As well as the interactive map, the PPG have created the list as a PDF (last updated March 2023). **Scan this QR code** to download a copy from our website:



## Childhood Immunisations

Make sure your child is up-to-date on their vaccinations. Visit our [Childhood Immunisations web page](#) for info about the routine vaccinations we offer.

We will contact you when your child is due for a vaccination. But If you believe your child may have missed a vaccination, please get in touch to let us know. **Be aware of anti-vaccine stories**, these are often spread online through social media. They may not be based on scientific evidence and could put your child at risk of a serious illness.

Things you need to know about vaccines: Vaccines:

- ✓ protect you and your child from many serious and potentially deadly diseases
- ✓ protect other people in your community – by helping to stop diseases spreading to people who cannot have vaccines
- ✓ undergo rigorous safety testing before being introduced – they're also constantly monitored for side effects after being introduced
- ✓ sometimes cause mild side effects that will not last long – you may feel a bit unwell and have a sore arm for 2 or 3 days
- ✓ reduce or even get rid of some diseases – if enough people are vaccinated.

Vaccines

- ✗ do not cause autism – studies have found no evidence of a link between the MMR vaccine and autism
- ✗ do not overload or weaken the immune system – it's safe to give children and adults several vaccines at a time and this reduces the amount of injections needed
- ✗ do not cause allergies or any other conditions – all the current evidence tells us that vaccinating is safer than not vaccinating
- ✗ do not contain mercury (thiomersal)

Vaccines do not contain any ingredients that cause harm in such small amounts – but **speak to your doctor if you have any known allergies such as to eggs or gelatine**.