

## We are officially a Dementia-friendly practice!

We are proud to announce that we are now certified by the Wessex Academic Health Science Network as we have made the changes necessary to improve support for the care of people with dementia and their carers. Our Dementia Lead is Caren Wigginton so please ask her if you need any support or just want to find out what help is available.



Thank you...

From Paul, who has now retired (again!). He used the extremely generous donations from patients to buy a bike to help keep him and Helen fit. Apologies for the hazy photo: we think he needs a new phone as well!

And from the Malthouse Maids...

...for your generous contributions and good-humoured support to our fundraising in May, when ten of us from the Surgery did the London

Moonwalk, walking a half or full marathon through the night around central London. We raised around £3,500 for breast cancer charities.

Below: Rachel Holland, Rachelle Pearce, Dr Debbie Rose, Anne Highfield and Sara Griffith who all completed the 26 mile walk.



Portesham Surgery, Malthouse Meadow, Portesham, Dorset DT3 4NS  
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Introducing the latest member of our team: *Beatrix Grace*, born 26th June weighing 7lb 12 oz. *Beatrix* and mum *Jodie* (our medical secretary & receptionist) are both doing well and we've been enjoying lots of cuddles!

## Welcome to (nearly) the Best Surgery In Dorset!

The Dorset Echo in August published the results of last year's patient survey (posted to a random selection of patients throughout Dorset) in which we achieved a 99% satisfaction rating, placing us fourth in the table (under the name of Malthouse Meadows but it is us, honest!). The survey of 11,000 patients asked questions about how easy it is to get through on the telephone (we were top of this one!), to get an appointment, and to speak to a doctor. Overall, Dorset practices scored an average satisfaction rate of 90%, above the national average of 85%, but 16 out of 96 surgeries scored below the average.

You can have a look at the full results at <https://gp-patient.co.uk> (just type in our DT3 4NS postcode).

### Flu Clinics

Our flu clinics this year will be held at **Portesham Surgery** on **Saturday 7th and Saturday 21st October**.

We also hold clinics in the village halls in **Litton Cheney (3rd October)**, **Abbotsbury (4th October)** and **Puncknowle (19th October)** and at the **Burton Bradstock Reading Room (12th October)**, all from **2-3pm**. **Please ring us to book your place at any of these clinics.**

## Your hospital referral

The new hospital contract has some changes which are designed to reduce the workload for GP surgeries when patients are referred to secondary care. Recent research suggests that as much as 5% of GP is taken helping patients manage their hospital referrals, instead of hospitals doing this. Changes include:

- Hospitals (not GPs) should issue patients with fit notes after treatment or a procedure in secondary care, to cover them until they are fit to return to work.
- Patient queries should be dealt with by the hospital rather than asking the patient to contact their GP (eg regarding test results, delays in appointments etc).
- Hospital clinic letters must be received by the GP within 7 days, from 1st April 2018
- Hospitals should issue patients with sufficient medication until any changes in medication have been received by GPs.

You can help us by talking directly to the hospital team managing your referral, rather than to us, as you are under the care of the specialist team for that problem, until they discharge you back to our care.

## Staff News

You may already have met our new members of staff: Jackie Clark replaced our receptionist Jackie Fairman, who retired in April. Jackie is another Portesham lass and has taken over responsibility as our Carers lead, so if you have any questions or would like any support, please ask for her.



In July we said farewell to receptionist Kate Hibbitt, whose family moved to the New Forest—we wish them well, and welcome Lisa Tatchell to the team in her stead.



We are also lucky to have Lesley Dinham-Stanley on board; she has taken on Jodie's role as a medical secretary and receptionist while Jodie is on maternity leave.



It's sad saying goodbye to old friends but we are lucky to have such a great crew of new staff and hope that you get to know them soon.

## Friends of the Practice

Our patient group has renamed itself "Friends of the Practice" to better describe their role as practice supporters. Another important role is to liaise between patients and Surgery so we can gather views and suggestions for any improvements we could make. The group meets on the first Thursday of the month at Portesham Surgery from 5.30 to 6.30pm.

We would welcome new members to represent other villages, especially the Winterbourne Abbas/Martinstown area now the previous group member has moved. We are particularly keen to encourage those who can represent young working age or families so we get a good range of opinions.

Do contact any member if you have any comments about the surgery especially if you want to talk in confidence:

Andrew Bailey (chair, Long Bredy): 01308 482293 Andrew@atbailey.com  
Alison Bewers (Abbotsbury) 01305 873828 alisonbewers234@gmail.com  
Sandy Marshall (Puncknowle) 01308 897732 sandymarshall34@btinternet.com  
Jill Marshall (Shipton Gorge) 01308 898147 j-askew@hotmail.com  
William Knapman (West Bexington): 01308 897808 wk@boswedden.co.uk  
Elise Ripley (Burton Bradstock): 01308 898206 eliseripley@myself.com  
Claire Edgeley (Portesham): 01305 871288 Claire.edgeley1@gmail.com  
Alison Dunbar (practice manager): 01305 871468 receptionist@gp-j81609.nhs.uk

You can email the group at: [enquiries@porteshampatientgroup.co.uk](mailto:enquiries@porteshampatientgroup.co.uk)

You can also use the forms in the waiting room to give suggestions or concerns anonymously to the PPG members, or talk to Alison or any member of staff.

## Have Your Say...

We are launching our own patient survey as it is a while since we've sought your opinion on specific questions. We have paper copies in the Surgery or go online at:

<https://www.surveymonkey.co.uk/r/3277DWL>

This year we have given particular emphasis to questions about extended hours appointments (weekends and late evenings), as promised in the general election, as this is likely to be available in the next year or so. Dorset CCG (who commission GP services) are looking at providing this from several central locations as there is unlikely to be enough demand for provision at most individual practices—or enough GPs to staff it. So do let us know your views if you have 5 minutes to spare. Thank you!