



Paul and his wife Helen, with the beautiful flowers sent by their children to mark his last day at work.



Paul was delighted with this gorgeous photograph taken by Dr Rose's husband, showing St Catherine's Chapel and the Fleet.

A message from Paul to his patients

"Thank you very much for the lovely, thoughtful cards, letters and gifts you gave me on my retirement. It really made my last few weeks feel very special.

Thank you too to those who donated to my collection. I am going to put this towards an electric bike to explore parts of the UK and continent in style. It will fit very nicely on the back of our soon-to-arrive campervan.

Since retiring life has been very busy with trips to Devon, train journeys to Berlin and Prague, and various concerts. Many of the odd jobs around the house that have needed doing for ages are rapidly getting done—my wife Helen has been delighted!

The summer continues to be pleasantly busy with some music festivals (including Glastonbury), our annual caravan holiday with the children in Devon, and of course some fishing. I have been immensely fortunate to have been part of such a great team and to have had such lovely patients.

I leave with very fond memories. Thank you
Dr Paul Baird

SURGERY SNIPPETS



Summer 2016



Farewell to Dr Baird



Long-term patient Doris Eastwood was one of many patients who dropped in on Paul's last day as a GP at the end of April—but she did it in style, in her Weymouth Town Crier regalia, and treated us to the full "Oyez, Oyez" complete with bell! See Paul's letter to patients on the back cover.

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- Appointments and locums during the "inter-regnum"
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Portesham Surgery, Malthouse Meadow, Portesham, Dorset DT3 4NS
Telephone: 01305 871468 email: receptionist@gp-j81609.nhs.uk

CQC Inspection

We were delighted with our CQC rating after the inspection in February. We achieved an overall rating of “good” but were rated “outstanding” for care, which to us is the most important part and reflects positively on the rapport we have with our patients and all the lovely things you say about us!

Our only frustration was that on the day we didn’t have all our mandatory training and appraisals up to date, resulting in a “requires improvement” rating for the “effectiveness” of our care. However our inspector took the time to call me after their report was published, emphasising how rare it is to get an “outstanding” rating for any of the five aspects of our service (Safe, Effective, Caring, Responsive and Well-Led) and saying that we should be proud of our report—which we are!

The full report is available on the website and paper copies are up in the waiting room and reception area if you want to read it.

Patient Participation Group

The group is finding its feet and already coming up with great ideas to assist us in the way we run the Practice. Look out for their noticeboard and comment box in the waiting room—coming soon!

We are also keen to add to our “virtual group” of patients who have in the past given us their email addresses who we can occasionally contact to seek a wider range of views or when we are running surveys.

Do speak to a member of staff if you are interested in contributing, or email Portesham.feedback@gp-j81609.nhs.uk. Thank you.

Phone Scam

A patient recently received a call from a company called “Sera Wellbeing”, who implied that they were calling from her own “Health Centre” and seemed to know what medication she was prescribed (we now believe they were guessing). She hung up on them and called us. A web search revealed there were pages of complaints from other people who had ended up being persuaded to buy large quantities of expensive health supplements. We reported it to the Police and Trading Standards.

We do not give your health details to any business. If you are contacted by anyone unexpected, who seems to have detailed information about your health, please let us know.

Appointments and locums

Many of you will have read Dr Fowler’s letter to patients, which is available in the Surgery and also on the website, explaining the measures we are taking until we have recruited a third GP partner.

We are lucky to have a fantastic team of locums who are working with us over the summer including Dr Debbie Rose, Dr Julie Lester, Dr Julia Griffiths, Dr Judy Walters, and Dr Matt Coffin. There may be times when our two partners are booked up several weeks in advance but you will usually be able to see one of our locums much sooner, and we are totally confident in the care they can give you.

On busy days we sometimes run out of “emergency” appointments but if that happens we will offer you a telephone call from the duty doctor, who can then assess what you need. Many things can be dealt with over the phone, including some emergency prescribing, and it could save you a trip to the surgery. We have been running this system since May and the feedback so far from our patients is very positive.

Accessible Information

If you have a long-term medical condition, impairment or sensory loss, you may need us to inform and communicate with you in different ways. For example,

- do you have difficulty hearing, or need hearing aids, or need to lip read what people say?
- do you have difficulty with your memory or ability to concentrate, learn or understand?
- do you have difficulty speaking or using language to communicate or make your needs known?

If any of these examples apply to you please let us know as we may be able to make adaptations that would help you—for example using a hearing loop, by texting or emailing you rather than telephoning you, or supplying leaflets in large print. There is a form at reception, or talk to any of our staff about what we can do to help.