



NEWSLETTER

APRIL MARKS THE BEGINNING OF AN EXCITING NEW CHAPTER FOR GP PARTNER MADELEINE FORD



Dr Madeleine Ford, GP Partner at Blandford Group Practice (BGP), and prior to that the Whitecliff Group Practice will sadly be leaving the practice at the end of April 2024. The Practice are sorry to be losing her as she has been an excellent Partner, Colleague, and GP to all our team and patients, both past and present.

Dr Ford has the following message:

“ I have been a GP in Blandford since I joined , newly married, in 1997. Over my years of practice I have really enjoyed caring for my patients and getting to know and support whole families who in turn have supported me as I brought up my own family of 3 boys. My boys have now grown, and I am leaving the practice to take up new challenges. I plan to travel with my husband, Mark, and undertake volunteer GP work at home and abroad, first stop Nepal!

I will be keeping in close contact with the amazing team at BGP and know they will continue to look after you all. Best wishes and thank you Maddy”

Dr Ford has contributed 27 years of valuable work in our community, which has been appreciated by the whole team and patients, she will be greatly missed.

Thank you, good luck and best wishes for the future from us all here at Blandford Group Practice.

Dr Theodora Oche returned to the Practice on Friday 16th February 2024 and as per the last update will be doing six sessions a week with us. She will be in Practice seeing patients face to face on a Monday, Tuesday, and Wednesday afternoon, with Wednesday morning as her admin/follow up session.

Dr Medi Bordbar will be joining the team on Monday 4th March 2024 and will be doing five sessions a week with us. He will be in Practice seeing patients face to face on a Wednesday and Friday, with Monday morning as his admin/follow up session.

Dr Ruth Ancliff will be joining the team on Monday 18th April 2024 and will be doing five sessions a week with us. She will be in Practice seeing patients face to face on a Monday and Wednesday, with Tuesday morning as her admin/follow up session.

We are thrilled we have been able to recruit so many new GPs. After the recruitment of Dr Shepherd and Dr Oche we had 6 sessions to recruit to, with the addition of Dr Ford's 6 sessions this totalled 12 sessions to fill. With Dr Bordbar and Dr Ancliff joining plus Dr Shepherd increasing we have filled 11 of those sessions. This really is such great news for our patients and the Practice, as you know GPs are difficult to recruit.

No Smoking Day in 2024 will be on March 13th



If you are looking for resources to help you quit smoking, the NHS provides free support, advice, and tools to help you stay on track 2. You can also download the NHS Quit Smoking app to help you quit smoking and start breathing easier. The app allows you to track your progress, see how much you're saving, and get daily support.

Remember, quitting smoking is a difficult but rewarding journey. You can do it! 💪

(Please see details on page 3 for LiveWell Dorset)

Sun Awareness Week 1-7 May 2023



In the UK, the sun's ultraviolet (UV) rays are the strongest between 11am and 3pm from mid-March to mid-October. During this time, the sun may be strong enough to cause damage. Take extra care to protect your skin, especially if you get sunburnt easily

Repeat prescriptions?

Only order what you need

- 10% of medicines prescribed nationally are not needed
- In Dorset we spend £9 million a month on repeat medications
- Speak to your pharmacy team about only ordering what you need

Find out more about our medicine waste campaign at: hixdorset.nhs.uk/youmeds

PHARMACISTS AND GPs IN DORSET ARE URGING PEOPLE TO ONLY ORDER THE MEDICATION THEY NEED FROM THEIR REPEAT PRESCRIPTIONS.

PETER COPE, HEAD OF MEDICINES OPTIMISATION AT NHS DORSET AND WHO PREVIOUSLY WORKED AS A COMMUNITY PHARMACIST SAID,

"WE WANT TO REMIND PEOPLE ABOUT HOW IMPORTANT IT IS CHECK WHAT MEDICINES YOU HAVE AT HOME BEFORE PLACING THEIR REPEAT PRESCRIPTION ORDER.

"REPEAT PRESCRIPTIONS COST THE LOCAL NHS AROUND £10 MILLION A MONTH, AND WE KNOW THAT A SIGNIFICANT AMOUNT OF THESE MEDICINES ARE NOT USED. WITH THE SUPPORT OF OUR PEOPLE AND COMMUNITIES, WE HOPE THAT WE CAN MAKE A DIFFERENCE TO AMOUNT OF UNUSED MEDICINES.

"WE HAVE LEARNED THAT ORDERING UNNECESSARY MEDICATION CAN INCREASE THE RISK OF MEDICINES SHORTAGES IN PHARMACIES AND WE WANT TO MAKE SURE THAT ESSENTIAL MEDICATIONS ARE AVAILABLE TO THOSE WHO NEED THEM THE MOST. WE WANT PEOPLE TO HAVE THE RIGHT MEDICINE AND THE RIGHT CARE, WHILE REDUCING THE AMOUNT OF MEDICINE WASTE.

"THANK YOU TO THE MANY PEOPLE WHO ALREADY DO THIS."



Mental Health Awareness Week 13-19 May 2024

A UK event supported by the Mental Health Foundation. Everyone has 'mental health', just as we all have 'physical health'. And like our physical health, there are times when our mental health is better than others. If you are concerned that you are developing a mental health problem you should seek the advice and support of your GP as a matter of priority. You can also call The Samaritans, they offer emotional support 24 hours a day - in full confidence. Call 116 123 - it's FREE.

Feeling unwell? Choose the right service

<p>Self-care</p> <p>Hangover. Grazed knee. Sore throat. Cough.</p>	<p>NHS 111</p> <p>Unsure? Confused? Need help?</p>	<p>Pharmacist</p> <p>Diarrhoea. Runny Nose. Painful cough. Headache.</p>	<p>GP (Doctor)</p> <p>Unwell. Vomiting. Ear pain. Back ache.</p>	<p>NHS Walk-in Services</p> <p>If you cannot get to the GP and it is not getting any better.</p>	<p>A&E or 999</p> <p>Choking. Severe bleeding. Chest pain. Blacking out.</p>
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Social prescribing connects people to practical and emotional support such as, peer support groups, activities, housing, finances and lots more by linking you with the right services. We also offer support for Carers, Veterans, Patients with Dementia and Patients with Learning Disabilities.

If you'd like to speak to a member of our Wellbeing Team to see how they might be able to help you call

The Blandford Group Practice on 01258 452501

or

email us at thewellbeingteam@dorsetgp.nhs.uk

or come in for a chat with our social prescribers to see how they can support you!



Social Prescribing News

The Corn Exchange is closing for refurbishment this year, our Wellness Walk - in event will be held in the Sealy suite at The Crown Hotel in Blandford on the dates below.

Further venues and dates will be added in the Spring Newsletter.

Tuesday March 26th - Crown Hotel.

Tuesday April 30th - Crown Hotel.

Tuesday May 28th - Crown Hotel.

Tuesday June 25th (Men's Health) - Crown Hotel.

All welcome, come along and see what's on offer.

For our summer dates were coming to you! We are visiting the local villages in the summer months, dates and venues to be confirmed.

Keep an eye on our website and social media for updates!

Please come and show your support and see what we have to offer!



LiveWell Dorset

HELPING YOU LIVE A HEALTHIER LIFE

LiveWell Dorset is here to help you live a happier, healthier life with FREE advice and coaching. Do you want to move more, manage your weight, quit smoking or drink less alcohol? Talk to us.

Making a lifestyle change is tough. Seven in ten of us have two or more unhealthy habits. Two-thirds of us are trying to lose weight most of the time. You are not alone! We are here for you. Daily, we hear stories of our clients overcoming mountains to healthy lifestyle.

Making a lifestyle change is possible. We are here for you. Take your next step to LiveWell by registering today.

Every adult in Dorset can receive free healthy living advice and coaching.

CALL US TODAY



0800 840 1628

Monday - Friday 9am - 6:30pm

FREE OF CHARGE

A Day In The Life Of A patient Services Assistant (PSA)At The Blandford Group Practice

At The Blandford Group Practice, A typical day will start at 8.00am where the rota allocation will determine at which site you will be for your shift. We have Three sites based at Whitecliff, Eagle House & Child Okeford. Eagle House Surgery is used for Urgent on the day appointment with our GPs, Advanced Nurse Practitioners & Paramedics while the other two sites are for routine appointments, blood test appointments & general Nurse appointments. One of our busiest roles is taking calls from patients who wish to book an appointment with their GP. When answering the phone, there is such a broad range of calls that we deal with such as booking a GP appointment, diabetic review, or home visit, processing a sick note request, helping patients wanting to register, dealing with complaints, dealing with Pharmacies to arrange patient's prescriptions, taking general enquiries and much more!

The Whitecliff surgery is our main site and the reception there has become increasingly busy, we do appreciate that patients can have a longer wait time than usual.

The Eagle House hub is where Anima requests are processed by our Clinical Duty team with the support from two experienced members of our team.

No two days on the patient services team are the same and were frequently dealing with new challenges.

At Blandford Group Practice we have over 24,000 patients to support, and our team of doctors and other clinicians can only see so many people in one day. This means that we often bear the brunt of patient's frustrations which can be really challenging. Sometimes we must deal with difficult or upsetting calls, but we also get a great feeling when we help someone.

Whilst the Patient Services work is a very demanding, fast paced role, our team work extremely hard to deliver the best possible care to our patients, and we're always grateful to them for their patience and understanding. Our Patients always come first, and our team will always endeavour to deliver the best service we can, we are passionate about our role and get huge satisfaction form helping our Patients.

BT announces regional rollout schedule for Digital Voice

Between now and 2025, most telephone network providers will be moving their customers from traditional landlines to digital technology.

Your telecoms provider should contact you before the switchover to discuss what you need to do. Digital landlines will not work if there is a power cut. If you have no other means of calling the emergency services in a power cut, talk to your telecoms provider about a solution.

To find out more, search for landline telephones at ageuk.org.uk or call 0800 678 1602

If you have other devices connected to your telephone line, like an alarm system or a telecare device, your provider might need to upgrade your device.

If you are unsure how a device might be affected, contact the equipment supplier for help.
Summer 2024 is the rollout for the South West of England.

Scan this QR reader with your camera on your mobile phone here to find out more -



STATISTICS OVER A 30 DAY PERIOD



DURING A 30 DAY PERIOD WITHIN THE LAST 3 MONTHS, WE HAVE HAD 460 APPOINTMENTS IN TOTAL WHERE A PATIENT HAS NOT ATTENDED WITHOUT INFORMING US.

IF YOU HAVE AN APPOINTMENT AND YOU CANNOT ATTEND, PLEASE LET US KNOW. YOU CAN SELECT OPTION 2 ON THE PHONE TO CANCEL YOUR APPOINTMENT.

WE HAVE

RECEIVED 13,374 - PHONECALLS

PROCESSED 10014 - TOTAL PRESCRIPTIONS
6616 - ITEMS DISPENSED

PROVIDED 13, 525 - APPOINTMENTS

THANK YOU FOR YOUR CONTINUED SUPPORT & UNDERSTANDING