

The latest from the Practice

We want to give an update to patients regarding Covid 19 and our services going forward as we enter a new phase following lockdown. Although we have been very fortunate in Dorset to have a low incidence of infections, the virus is still out there and we need to be cautious and careful about how we open things back up to protect patients and our staff.

We want to thank everyone for all their acts of kindness, support and patience whilst we got up to speed with all of the necessary changes we needed to implement.

Appointments

All requests for appointments will continue to be triaged by clinicians, this means they will call you back and assess whether they can treat/advise you over the phone, whether a video consultation is needed or if you need to be physically seen on site, if so they will arrange that with you.

If you are coming in to any of our premises, please wear a face covering, this does not need to be a mask (although we have handmade masks available for a small donation), you can wear a scarf or a bandana. This is to help us protect stocks of Personal Protective Equipment that are still in short supply.

All of our sites will have no-touch intercom and door entry systems, access will be remotely managed by our Patient Services Team from behind screens.

Appointments currently take a little longer, this is so that we can ensure our staff are wearing the correct PPE and that all surfaces are sanitised between patients.

Surgeries

Abbey View remains open for patients with a booked appointment or invited by a clinician to attend.

Marnhull Surgery is currently having building work completed. From 13th July 2020 we will still be seeing patients with suspected Covid 19 in a secure section of the building. You will be advised where and when to attend. We have a secure area that we can then also see and treat patients who are attending for nursing or general clinical appointments.

Sturminster Newton Medical Centre, we are working with our suppliers to ensure that Sturminster Newton can re-open as a clinical site, we expect this to be from the beginning of August 2020.

Fontmell Magna Surgery will remain closed for the foreseeable future.

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Appointments currently take a little longer, this is so that we can ensure our staff are wearing the correct PPE and that all surfaces are sanitised between patients.

We are currently working on our Flu Vaccination sessions, it is likely these will be a drive or walk through set up, rather than coming into the building. More details will follow shortly once we have things confirmed, we will keep everyone posted via our social media channels.

Facebook Live !

The Practice has been using Facebook to have live sessions with a variety of experts, to answer patients' questions. The next is on July 7th @ 11.30 when two Practice Nurses will be discussing baby immunisations.

On July 16th @ 11.00, the Practice Pharmacy Team will be on hand to talk about medications and prescriptions.

You can watch live on www.facebook.com/bvpggps and you can also send in your questions in advance.

Recordings of these and previous events are available on the Practice Facebook page, including a recent one on Dermatology with Dr Katie Perkins.

Health Champions

For the past year, about 30 patients in Shaftesbury have been developing their skills to become Health Champions and the Practice wants to build a similar group of people in Sturminster Newton & Marnhull.

Health Champions, through their lived experiences of illness, long-term-conditions, happenstance, pain and even suicide, create groups of the like-minded, fellow travellers and listeners, to help, coax, guide, shepherd and support each other.

It's really simple - at the heart of all groups, is the understanding that anyone who says *'I know how you feel'*, doesn't... unless they've been there. And if they've been there, they'll know what's next and how to deal with it. No doctor required.

These groups in Shaftesbury are providing a huge benefit to those who would traditionally use a lot of clinical resources. Before Lockdown, they were taking exercise, getting out of their homes, attending groups and tackling social isolation. Over the past few months, many of these groups have continued online. This is really impressive work and we are very keen to replicate this in Sturminster Newton & Marnhull.

If you'd like to become involved and volunteer to become a Health Champion, please contact Keith Harrison for more details and/or to discuss on 07825 691508 or keith.harrison@dorsetccg.nhs.uk

Any old iPads?

The Health Champions would like to help patients to use online services, such as booking appointments, requesting repeat medication, eConsult, or looking at test results.

To do this, when the current situation eases, they would like to use iPads in Reception to show patients how to book online appointments and so on.

So do you have an iPad you no longer need, or have upgraded to a newer model and still have the old one gathering dust? If so, please consider donating them to the Health Champions.

If the iPad has been wiped, we would need the login code (usually 4 numbers) to get going again.

Contact Debbie Martin, if you can help - many thanks! 01747 856700 or via email Debbie.martin@dorsetgp.nhs.uk

Abbey View Garden

Ian Crichton has started to make a flower garden along with a vegetable patch in the grounds of the Abbey View Surgery.

This is a garden for everyone to enjoy and support and we have been given a small shed to house some tools and equipment. We have been taking our own tools up each time so if you would like to contribute to the maintenance and perhaps supply some tools, or just lend a hand, then contact Barbara Caley barbara.cayley@outlook.com

Contact details -

Email – bvpppg@gmail.com, or leave a message with Reception.