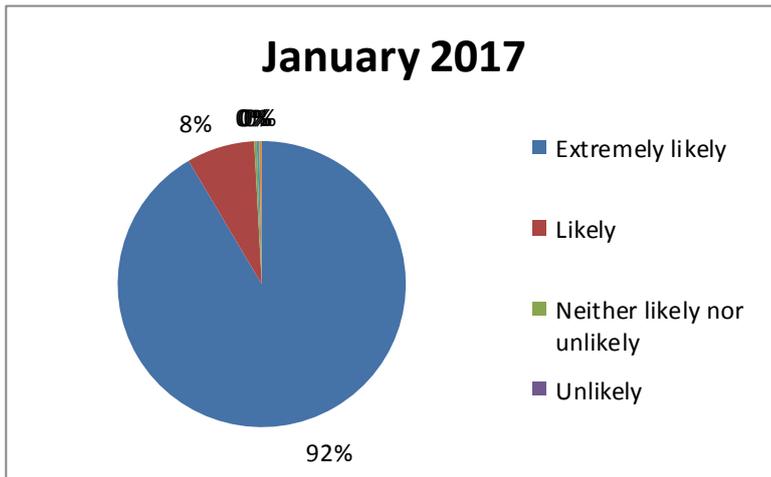




# ORCHID HOUSE SURGERY

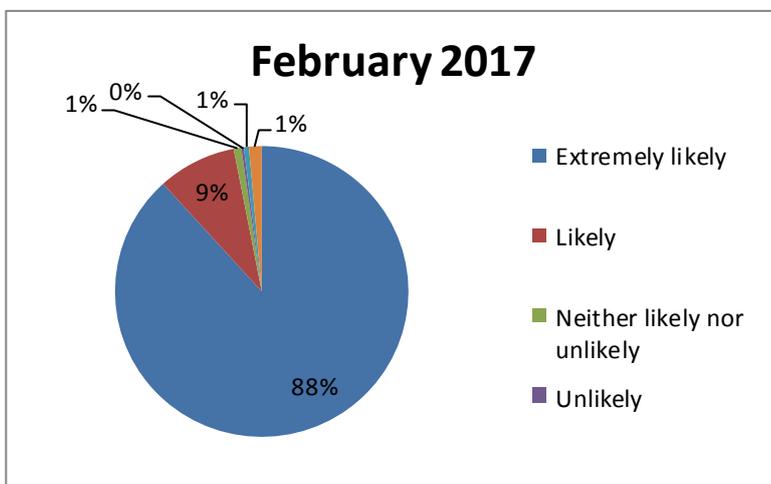
Spring 2017 News Letter

Below is our Patient feedback results for Spring 2017



**January 2017**

	Total
Extremely likely to recommend	324
Likely to recommend	27
Neither likely nor unlikely to recommend	1
Unlikely to recommend	0
Extremely unlikely to recommend	1
Don't know	1
<b>Total January</b>	<b>354</b>



**February 2017**

	Total
Extremely likely to recommend	316
Likely to recommend	31
Neither likely nor unlikely to recommend	3
Unlikely to recommend	1
Extremely unlikely to recommend	2
Don't know	5
<b>Total February</b>	<b>358</b>

**We will be Closed on Tuesday 21st March between 3.30pm and 6.30pm**  
**due to staff training taking place on these days**  
**When the surgery is closed you can contact the NHS111 service**  
**by phoning 111**





# Patient Information

## The Angels – by Les Brand

They are the Angels of the nation  
 That give their time and dedication  
 To the care and help of others  
 To dads and children and their mothers.  
 To the old the sick the ailing  
 And in their duties rarely failing.  
 Always with a word of solace,  
 No bias of colour, creed or race.

Not always feeling at their best  
 Being human just like the rest,  
 But always with a ready smile  
 Without prejudice, cant or guile  
 Doctors and nurses and their staff  
 Never doing things by half.  
 It's not a job we all would do,  
 So much is owed to these caring few.

Not always successful with a cure,  
 But still they try and will endure.  
 Consultants or nurses and helpers that care,  
 All contribute with their share.  
 A dying breed, I hope they're not,  
 For they're the only hope, we've got.

Dedicated to the doctors and staff at Orchid House Surgery.  
 The Poole and Bournemouth Hospitals, and the National Health Service in general.  
 As a thank you for their work and dedication. Composed by Les Brand 2003 and published 2003



## Would you like to join our Patient Participation Group?

Anyone is welcome to join as long as you are a patient at Orchid House Surgery. The group is run by a volunteer committee working in liaison with the doctors and practice manager.

They work with the practice to help all patients to take responsibility for their own health, that of their family and the health of the wider community. To find out more about how our patient participation group helps us please refer to our practice booklet or website ([www.orchidhousesurgery.co.uk](http://www.orchidhousesurgery.co.uk)).

If you are interested in joining our patient participation group please complete the sign up form below and hand it into reception or alternatively you can find one on our website.

I would like to become part of your virtual Patient Participation Group.

Name: ..... D.O.B: .....

Address: .....

Email: .....

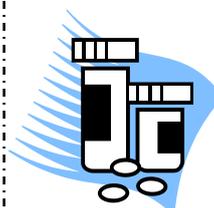
Please hand this slip into Reception, **For the Attention Of Adam Wakeling**

Routine prescriptions take 48 hours, so please leave it at least 2 days before coming back to collect your prescription.

If you put your prescription in on a Friday it won't be ready until Tuesday, as there isn't anyone available at the weekend to issue any prescriptions.

Please state if your prescription is urgent and we will do our best to get it issued as quickly as possible. If you do not state this it will take the standard 48 hours as usual.

When the surgery is closed you can contact the NHS111 service  
 by phoning 111





## Patient Information

### Would you like to give up smoking?



If so please ring us and make an appointment to see if we can help to stop you smoking.

Please help us to keep your records up-to-date by completing the information below and handing it into the receptionists:

Name: ..... D.O.B: .....

Address: .....

..... Tel Number: .....

Mobile: ..... Email: .....

Next of Kin: ..... NOK Number: .....

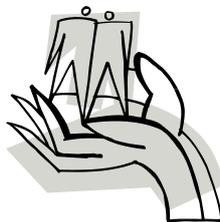
### Have you got an ICE contact stored in your phone or in your phone book?

ICE stands for In Case of Emergency and allows first responders, such as paramedics, doctors, fire-fighters and police officers, as well as hospital personnel to contact your next of kin should you be unable to communicate with them through injury or illness.

The phone or phone book entry should be someone who will be able to inform the caller of any important medical or support information and should compliment written information or indicators such as medical alert bracelets or necklaces.



**Please remember we do an "on call Doctor" surgery every day. This will allow you access to a GP on the day and they can offer you an appointment if required.**



### CARERS

Do you provide unpaid help to a relative, partner, friend, neighbour?

Do you help with any of the following: washing & dressing, managing finances, cooking, housework, shopping, ironing, washing clothes?

Does this person need your help because of Age, Physical or Learning disabilities, illness, mental illness, addiction?

If you answered **Yes**, then you are a carer.

Please complete the following form & hand it in to reception, then we can send you information to help.

Please be aware that I am a carer:

Name: .....

Address: .....

Post Code: .....

Tel Number: .....

Thank you.

### Patients Voice

Do you have anything you would like to add to our newsletter? Interesting stories, poems, jokes, or can you think of anything else you would like to see in our newsletter? That we could publish in our new Poets Corner Section of our website. Please write any suggestions & post in our comments box in the waiting room for the attention of AJW-newsletter. Or email to [adam.wakeling@dorset.nhs.uk](mailto:adam.wakeling@dorset.nhs.uk) Thank you.





# Patient Information

Please ring the Surgery to make an appointment if you feel you would like a Shingles or Pneumococcal Vaccination and we will be happy to help. **01202 897000**

## NHS Summary Care Record with additional information

If you are registered with a GP practice in England you will have a Summary Care Record (SCR) unless you have previously chosen not to have one. It includes important information about your health, such as:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines

You may need to be treated by health and care professionals that do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs. Having an SCR means that when you need healthcare you can be helped to recall vital information.

SCRs can help staff involved in your care make better and safer decisions about how best to treat you.

You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes.

- Your illness and health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated—such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you.

### What to do next

If you would like this information adding to your SCR (or the SCR of someone you are a carer for), then please complete one of our NHS Summary Care Record with additional information forms in our waiting room

If you require any more information, or phone HSCIC on 0300 303 5678



please visit [www.hscic.gov.uk/scr/patient](http://www.hscic.gov.uk/scr/patient)

The new footpath has been created at the front of the surgery for access for all our visiting patients. We are asking everyone to be aware of this new structure when parking at the front of the surgery, the railings are there to protect all of our patients who choose to use the footpath.

We are also asking patients to be aware of the staff car park barrier when parking blocking this barrier creates problems for our Doctors and Nurses who are needing to visit patients at their own homes during the day. Please do not park across this barrier



Please ring the Surgery to make an appointment if you feel you would like a Shingles or Pneumococcal Vaccination and we will be happy to help. **01202 897000**



Microsoft Publisher—Adam Wakeling

Produced by Adam Wakeling, Alison Woodley, Nikki Long & the GPs & staff of Orchid House Surgery

Photography by Alison Woodley, other pictures taken from Microsoft clip-art