



# THE ADAM PRACTICE

## Patient Newsletter

### Headlines:

- NHS 111
- PPG Report 2012
- Research Projects
- New Telephone System
- Building Works
- PODS
- Staff changes; who now works where!



## **IMPORTANT: NHS 111**

As of 19 March the Out of Hours number will no longer be in action. Instead, if you need to see a doctor outside of our opening hours, please call: **111**

This number is free from all landlines and mobiles.

This number will be updated on our answerphone, in the surgery and on the website in due course.

## **Patient Participation Group Report**



Following last years survey and the compilation of results, these have now been discussed with both the PPG and partners and action plans have been decided on.

These can be seen in the PPG Report 2012 which is available on our website.

If you do not have access to the internet and would like a copy of the report, please ask at Reception.

## **Research Projects**



Did you know that the practice participates in various projects throughout the year to help with research into various conditions?

At the moment we are helping with a study on preventing the spread of infection so you may receive a letter from us asking for your assistance.

## **Building Works - Hamworthy, Upton and Heath Cottage**

We would like to apologise for any disruption that may have been caused whilst we are having building works carried out. But when we are finished you will be able to enjoy the newly decorated waiting rooms and toilets in our sites!

Thank you for your understanding.

If you have anything you would like to tell us about and be published in this newsletter please contact Lisa Fall, Patient Services Manager on 01202 673159 or [lisa.fall@dorset.nhs.uk](mailto:lisa.fall@dorset.nhs.uk)

## **New Telephone System**



We are having a new telephone system installed at Hamworthy, Poole and Heath Cottage - so please bear with us while we get used to the new system.

This has been installed following the last PPG survey to help us answer your calls more efficiently and allow better facilities for our staff and doctors.

## **Surgery 'pods'**

Have you used our new surgery 'pods'?

The doctors have asked that you use these before you go in to see them. This way they will have up-to-date information about your blood pressure and height/weight when you go in to your consultation



## **New Staff!**

Welcome to Riette and Lisa at Heath Cottage\Hamworthy and welcome back to Dr Platt at Upton who returns to us from Maternity leave!