

PLEASE TAKE A COPY

We would like to welcome our new additions to our administration team– Emma and Nicky, two new dispensary Staff- Collette and Donna and we also welcome Anna as an HCA.

Dr Rebecca Goddard is covering maternity leave until February 2019 when Dr Sherry will return.



Dr. DAVID DAVIES
MBChB DPH FFPHM
MRCGP

Dr. BEN FAWDEN
MA MBChB DRCOG MRCGP

Dr. CATHERINE SHERRY
BSC MBChB MRCGP

West Street Dunster, Minehead, Somerset.
TA24 6SN

Porlock Medical Centre
Porlock
TA24 8PJ



National inspectors rate Dunster and Porlock GP services 'Outstanding'



We are delighted to report that we have been rated 'Outstanding' for the second time running.

National inspections, the Care Quality Commission (CQC) inspected Dunster and Porlock Surgeries in October this year and found that patients were extremely satisfied with the service they received, citing the practice team as compassionate, knowledgeable and working to very high standards.

In the Care Quality Commission's latest review they found that:

- The practice had a clear vision which had quality and safety as its top priority.
- High standards were promoted and owned by all practice staff with evidence of team working across all roles.
- Staff treated patients with compassion, kindness, dignity and respect.
- The practice cared for the population through provision of additional services such as those enabling end of life patients to remain at home, and supporting independence through the engagement with the West Somerset 'Living Better' project.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it. They responded positively to their overall experience at the practice.

Commenting on the CQC's service review, GP Partner Dr David Davies said: "We are delighted that the CQC has recognised the good work that we do. It is a tribute to the dedication of the whole practice team, which always tries to go the extra mile to help patients. We look forward to serving our rural communities in the future by providing a top-class primary care service."

Ruth Rankine, Deputy Chief Inspector of General Practice, said;

"It is with pleasure that I am again delighted to highlight the exceptional service at Dunster and Porlock Surgeries. This practice is an excellent example of what outstanding care looks like. The service had clear vision to promote safe and quality care with high standards being promoted by all staff."

She added: "There was a strong focus on continuous improvements to its services and valued the concerns raised by staff and people.

"This dedication and commitment pays off in making a real difference for their patients – which is why we have again found the practice to be Outstanding. I hope other practices will see this service as a model for excellent care."

The CQC's full inspection report for the practice can be found at: <https://www.cqc.org.uk/location/1-2418458072>

Routine enquiries and ringing for results

We would really appreciate if when telephoning for your blood or other diagnostic test results you could do so after 12pm.

This is to ensure people who need to book an urgent appointment or speak to the admin team urgently can do so in a timely manner.

It would also be appreciated if when ringing to book a routine check with the nursing team you could do so after 12pm.

Thank you.

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL?

If so, you are a carer and we would like to support you. Please complete this form and hand it in to reception so we can code your records.

If you agree, we will pass your details to the Carers Service, an organisation providing information and advice, local support services, newsletters and a telephone linkline for carers.

YOUR DETAILS:

Name _____ Date of Birth _____

Address

Post Code _____

Telephone Number _____

DETAILS OF THE PERSON YOU LOOK AFTER:

Name _____ Date of Birth _____

Address (if different from above)

Post Code _____

Please pass my details to the Carers Service



somerset
carers service

Advice Line: 0800 31 68 600



Carers Group

When: 2nd Wednesday of the month

Time: 10.30am – 12 noon

Location: Dunster Surgery, Knowle Lane



Elaine Gardner: 07494 883 134



Text: 'Carer' to 78070



elaine-carers@somersetccc.org.uk



www.somersetcarers.org



REMOTE MEDICINES COLLECTION SERVICE

DELIVERY DATES 2018/2019

Here is a list of the dates that your medicines will be delivered to the Shops and Post Offices over the next 12 months. The times they arrive can change so we recommend you do not collect until after these dates. Please note that these may be subject to change although we will endeavour to adhere to them as much as possible.

Tuesday 18 December 2018

(please note this date is a week early due to the Christmas Bank Holiday)

Tuesday 22 January 2019

Tuesday 19 February 2019

Tuesday 19 March 2019

Tuesday 16 April 2019

Tuesday 14 May 2019

Tuesday 11 June 2019

Tuesday 9 July 2019

Tuesday 6 August 2019