**Dockham Surgery Newsletter**

**Summer 2025**

**Welcome to our Surgery Newsletter**

**Online bookable appointments**

Did you know you can book appointments online? Download the NHS app to book.

GP and blood test appointments are available to book daily.



**Patient Participation Group**



We are inviting patients to join our Patient Participation Group. We are looking for 6 patients who are happy to attend the surgery three times a year for a meeting with a member of the team.

A Patient Participation Group is to ensure patients’ voices are heard and considered in the planning and delivery of healthcare services. If you are interested in volunteering, please contact the surgery through the website.

**An Update**

We are working behind the scenes to provide more appointments with a recruitment drive for more clinicians. We are also working towards building a robust team to enhance patient care. We now have an Advanced Nurse Practitioner (ANP), two GP Assistants (GPA) and a Care Co-ordinator.

We have some new faces at the surgery. We have welcomed Dr Zakare as a salaried GP, and she will be working with us every Monday and Tuesday. We have also welcomed a trainee GP, Dr Pop, who is with us Tuesdays, Thursdays, and Fridays. Jess has also started with us as an Advanced Nurse Practitioner. We hope you will extend them all a warm welcome.

We have recently made some changes to our appointments with our Nursing team. Patients will be invited for a ‘Long Term Condition Review’ annually, our nursing team will ensure that all bloods and tests required for monitoring will be completed in one appointment.

**Advanced Mental Health Clinical Practitioner**

We have an advanced mental health practitioner that you can now book face-to-face appointments and telephone appointments with. Ceri-Ann works every Wednesday at Dockham Surgery and can offer more specialised mental health advice and services, including medication advice and adjustments.

**Extended Access Appointments**

All GP Surgeries in the Forest Green PCN are in the Extended Access Scheme. Extended Access clinics provide extra appointments for patients in the Forest of Dean. These include telephone appointments on weekday evenings and face-to-face appointments on Saturday mornings. There are a range of professionals offering appointments. These include GPs, Nurses, Health Care Assistants, and a Clinical Pharmacist. All patients registered in the Forest of Dean can book these appointments if appropriate.

**Staff training days**

The surgery will be closed from 12pm for essential staff training on the following afternoons, so there will be no access to the GP Practice. During this afternoon, if you require urgent medical assistance please contact NHS 111, which is free from landlines and mobiles. If you have a life threatening medical emergency please dial 999.

Wednesday 9th July 2025

Thursday 4th September 2025

Appointment booking, ordering prescriptions and test results are still available to those patients with on-line access whilst the Practice is closed.

**Help us to help you**

 • When bringing in any information from home for e.g. home blood pressure readings for our GPs to review, please ensure you have included your full name and date of birth. Please also calculate your blood pressure average readings. We are happy to show you how this can be worked out if needed.

• Samples – When bringing in any samples, please make sure they are clearly labelled with your information. All samples are to be handed in at the main reception by 3 pm.

• Test Results – Avoid contacting on a Monday for test results as the Surgery is extremely busy processing results over the weekend. Please phone for your test results after 2 pm Tuesday- Friday. Phoning before 2 pm means our reception staff are unable to deal with any urgent patient requests efficiently. You can also see your test results on the NHS app, we would encourage all patients to register to use it.

• Patient Numbers – Our current patient list size is 6084. Please be patient with all members of the surgery team. The whole team is working tirelessly to meet all patient requirements.

• Kindness and Respect to Staff –We would like to thank all our patients for your continued support. Please continue to show kindness and respect to all members of our team.

**Blood Pressure Monitors**

We will now be taking a £10 deposit when loaning home blood pressure monitors (this needs to be in cash), which will be returned when the blood pressure monitor is brought back. This is due to the number of home BP monitors that have not been returned to us.