



CASTLE STREET MEDICAL CENTRE (CSMC) NEWSLETTER

Issue 3, November, 2012



Karen says, I have been the Practice Manager at Castle Street Medical centre for 19 months. Although the role is part time – 20 hours a week, I have to confess it often feels more like full time! I enjoy the challenge of the role (most of the time) & learning more about Bolsover & the needs of the area. I play an active role in the new Clinical Commissioning groups as I feel it is important to contribute to how healthcare is commissioned in Bolsover. My philosophy is to put the patient in the centre of all decisions. I feel very privileged to work with the Castle Street Patient Participation group. They are a huge support to the Practice as well as representing the needs of the patients in this new world of clinical commissioning. In the rest of my working life I run a business with my husband promoting health & fitness. We organise running races - the next one being the Edwinstowe Christmas 10K race.

We also organise endurance cycling trips & we have a loyal clientele who book with us every year, so we must do something right. I am also a trainer & assessor & have contracts with the Department of Work & Pensions & other training providers.



**Karen Bestwick
CSMC
Practice Manager**

I have a wonderful family of which I am immensely proud & I enjoy spending time with my children & their partners. In my spare time I am a keen runner & running coach. In the past few years we have started to embrace the “good life” & have an allotment & chickens which is good fun. I am always pleased to listen to patients views & how we can improve our services. We will soon be running our annual patient survey & hope many of you will contribute – please take part.

November’s Message from Grant Stothard - PPG Chair



CSMC with the help of the PPG has been successful in obtaining a grant from Derbyshire PCT to help fund changes to the infrastructure of the practice building. The proposed changes are based on Surgery needs,

PPG suggestions, comments made in our Patient Survey, an expert surveyor’s analysis & thorough discussions with Dr Kar & Karen Bestwick. If the plans are approved by the Bolsover District Council, they will include, an enlarged Waiting Room, new Automatic Doors beneath the Entrance Canopy & a totally enclosed canopy to give a protected 'parking space' for wheelchairs, large pushchairs & motorised scooters. Because of the enlarged waiting room, we will require

a new Consulting Room & to comply with current & future legislation, a new Staff Meeting Room. There will also be a second toilet & alterations to the Reception Area. In proposing these changes we have taken into consideration the needs of all of our patients. There are no guarantees the plans will be adopted, but we will do our utmost to try & achieve our aims. We will keep you updated about this.

As many know, CSMC was built on the site of a church which stood for many years. We wonder if anybody reading this (or someone you may know) has old pictures or plans/drawings related to the church. We think it would be nice to copy them to have pictures in the waiting room. They may also help us with our plans for the extension. If you think you can help, please contact the surgery, after 9.00 am, & leave your details so we can get in touch.

As Karen has said the CSMC 2012 Patients’ Survey for 2012 will soon be happening. Please help us by filling it in, as so much rests on your thoughts & recommendations in respect of the service you are getting.

Please do not hesitate to contact me by either leaving a telephone number asking me to ring or a note at reception with contact details & I will get back to you. The PPG is there to represent your interest & welcomes any suggestions you may have to improve your experience at CSMC.

CSMC Christmas Opening Times

Monday	24th December	8am-4.30pm
Tuesday	25th December	CLOSED
Wednesday	26th December	CLOSED
Thursday	27th December	8am-8pm (Late night)
Friday	28th December	8am-6.30pm
Monday	31st December	8am-6.30pm
Tuesday	1st January	CLOSED
Wednesday	2nd January	8am-6.30pm
Thursday	3rd January	8am-8pm (Late Night)
Friday	4th January	8am-6.30pm

When the surgery is closed please call the surgery number 01246 822983 to be connected to the out of hours service or dial 111.

Letters to Editor Anne Aston, who would like to hear from you on any topic to do with CSMC and/or the PPG Chair, should be left reception in an envelope addressed to her or Grant Stothard, Patients’ Participation Group’s Chair.

Nikki & Wear Pink Day
26 October, 2012



To raise money for research and in response to the Breast Cancer Campaign's biggest fundraising event, Nikki organised a very successful - "Wear Pink Day". Nikki persuaded all the staff to be involved in the spirit of the event by getting them to wear pink for the day. It was a fun day for all and she, together with the staff, thank everyone for all their support. From a raffle, cake donations & a staff competition, **staff raised £133.40**. She says, "a great big thank you to all the local Bolsover businesses for their support and for donating some great prizes."

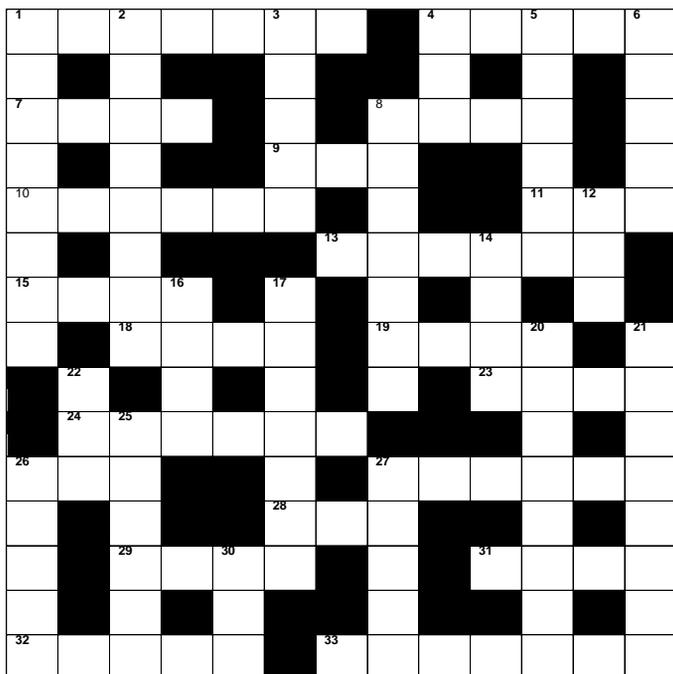
CSMC - Appointment System – An Editor's View

We have all heard horror stories from friends & relatives about how difficult it is to make an appointment with their doctor. While no system is perfect, CSMC makes a real effort to see patients on the day they ring. **CSMC Method** – A patient rings promptly after 8 am **01246 822983** on the day they want to see the Doctor. Because several patients may be trying to get through simultaneously, the number can be engaged but it is important to keep trying. The NHS allows 11.7 minutes per patient (this includes the time the doctor adds to the patient's notes). If patients think they may need more time with the doctor, it is possible to have an extended appointment by asking for this when the appointment is made. Dr Kar and Dr Kama have a limited number of pre bookable appointments which can be booked in advance. Also all appointments with the GP registrar are pre bookable so, often if you cannot get an appointment on the day you want, there are pre bookable appointments available the following day. Sometimes patients' appointments run late because the previous patient's consultation is taking a little longer. This can be difficult, particularly if the waiting patient should be at work. This situation might be improved if say, we "oldies" asked for a later appointment, leaving the earlier appointments for those working? Do let me know what you think? All that said, the important thing is we know we have doctors who listen, care & give us time. Sometimes when the patient before us needs a wee bit more time with our doctor, we patients need patience 'cos it could be us!

HCCG *Lifting the Health of the People of Hardwick*

8 of the CSMC Patients Participation Group - attended a meeting at North Wingfield about a new **Hardwick Clinical Commissioning Group** to be called the "Patient Reference Group". This group will comprise a Chairperson from the respective HCCG Patients' Participation Groups & 1 other patient representative from each of the 16 HCCG member surgeries. While the Patient Representative Group will not have decision making powers it will be listened to & able to make recommendations. The health status of HCCG's population is relatively low in comparison to neighbouring areas & its geographic footprint includes some of the most deprived areas in the country.

Patients' Participation Group PG Crossword



Across

1. If Dr Kar is your doctor you are his ----- (7)
4. & 1 Dn You may go to Nurse Deehan for her to take this. (5)(8)
7. "The ---- are not responsible when the mind does the seeing." - Publilius Syrus (4)
8. Wine is good when it's this but maybe when people are this it's not quite so good (4)
9. You will need two of these if you are going into bat (3)
10. If you forget Mick Hucknall's name you would go ----- red (6)
11. An autumn month in the Southern Hemisphere and spring one in the Northern Hemisphere. (3)
13. Once a year you will have this check-up (6)
15. In the case of an emergency you will on your doctor....(4)
18. And, hopefully, he or she will make you feel (4)
19. It's all in the (4)
23. A coat of these is sometimes the pride of the family. (4)
24. A painful heart problem (6)
26. A health resort (3)
27. To stir up; excite (6)
28. When the cricketer is out he carries this in reverse. (3)
29. They often do this In a playful or teasing way. (4)
31. One of these is just what the doctor ordered. (4)
32. It sounds like a prolonged dull ache but is more likely something to do with windows. (5)
33. A germ free state

Down

1. See 4 Across
2. The winter is time to put these on. (8)
3. American call this a "British diaper". (5)
4. When we get one of these we often have to go to bed or even to the doctor. (3)
5. Fluid accumulation – swelling perhaps. (6)
6. Taking tablets like bread in the Lord's Prayer (5)
8. A benign tumour (7)
12. Water – Adam's ... (3)
14. Not the radius the other long bone in the forearm (4)
16. One half of the two opposing forces in Chinese philosophy (4)

17. Some people are allergic to these (7)
20. Also called American checkers (8)
21. A fireproof material now banned in house building (8)
22. A smear taken to protect women (3)
25. A U serviette? (6)
26. Doctors recommend 7 hours of this a day (5)
27. Staring into one these is like staring into a bottomless depth (5)
30. A faulty firework (3)

Development of **Healthwatch** Derbyshire

Healthwatch is a new initiative set up by the government to make sure you can influence & challenge health & social care services in Derbyshire. This covers services provided by hospitals, care homes, GP surgeries, disability home care services & many others. This new independent organisation must be set up before April 2013 & will replace the Local Involvement Network (LINks). **Healthwatch** Derbyshire will give people in Derbyshire a powerful voice locally & nationally. It is all about local voices being able to influence the delivery & design of local services, not just for people who use them, but anyone who might need to in the future.

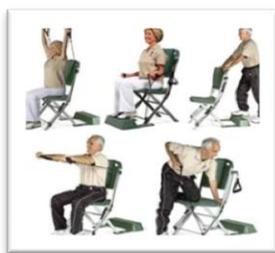
Healthwatch Derbyshire will enable people to share their views & concerns about services & help build a picture of where services are doing well & where they need to be improved. **Healthwatch** Derbyshire will gather views, information, concerns & experiences & feed them into the development & delivery of local health & social care services. It will help people by signposting them to the most appropriate service for them. **Healthwatch** Derbyshire must be inclusive & reflect the diversity of the communities of Derbyshire, so that people feel

Healthwatch Derbyshire belongs to & is able to reflect them & their local circumstances. To find out more information then please contact us at:

Healthwatch Derbyshire, Derbyshire County Council
Matlock, Derbyshire DE4 3AG policy@derbyshire.gov.uk
Tel No. 01629 539172

http://derbyshirelink.org.uk/index.php?option=com_content&view=category&layout=blog&id=939&Itemid=93

Get Fit Chair Bound Exercises At The Shirebrook Leisure Centre



Thursday 10.30am – 11.30am
Everyone is Welcome

Contact: Julie Bonsall 01623 748313
Or
Jean Railton 01246 822240



CSMC

A Training Practice

In 2010 Dr Kar became a GP Trainer for the Trent Deanery. A training Practice has to meet strict criteria & both the Practice & GP trainer are re-assessed every year to ensure they provide the correct learning environment for GP registrars. A GP registrar is a doctor who has previously worked as a hospital doctor & has decided to specialise as a GP. GP training is over a three year period finishing with the final year in a dedicated GP Practice. It is very good for a Practice to be a training Practice & is an indication of quality. The GP trainer holds weekly tutorials with the GP registrar as well as regular debriefs & case study analysis.

Regular patient satisfaction surveys are carried out which show a high satisfaction rate for patients who see the GP registrar. Appointments are longer & patients are seeing medical professionals who are at the forefront of their education.

As well as GP registrars, we also regularly have medical students from Sheffield University. Students will spend 8 weeks in the practice learning how the Practice works. They will also spend time with the community team. Medical students will spend time in surgery observing the GP. Towards the end of their placement they will be given the opportunity to see patients prior to the patients having their GP appointment. Patients will always be asked if they are happy to see the medical student. Being a training practice allows the Practice a wonderful opportunity to pass on skills, knowledge & experience to the next generation of GP's.

Flu Clinics

Nurse Deehan - says the response by all those eligible for their flu jabs has been excellent & she thanks everybody involved in this success. The response was such she had to put on extra clinics to cope with the demand & for people who couldn't attend the advertised clinics.

Hardwick Patient Participation Groups

Networking Event Thursday, 8th November
Buffet 5.30pm Meeting commences 6pm-8pm
North Wingfield Resource Centre, Whiteleas Ave.
North Wingfield

To reserve your place please contact
chloe.carannante@derbyshirecountypct.nhs.uk

USEFUL TELEPHONE NUMBERS

Castle Street Medical Centre	01246 822983	Rowlands Pharmacy	01246 822320	Pharmacy	01246 822208
Royal Chesterfield Hospital	01246 277271	Bolsover Hospital	01246 827901	Bolsover Health Centre	01246 823146



'empowering the community and voluntary sector in the Bolsover district'

Food Poverty – What CVP Says

An initial meeting took place in May, 2012 to bring together any initial interested parties on the subject of food poverty. We discussed a range of issues around food bank schemes, allotment surpluses, healthy eating courses & access to vegetable box schemes. This was a very well attended meeting & we began to form what we hope will become a food poverty strategy for the area by March 2013.

CVP is linking into county wide schemes & forums & Jodie has recently attended a County wide food bank forum meeting to discover how other areas have tackled food poverty issues. This information will be shared with groups at a local level & we hope will inform us of quick wins as well as longer term sustainable solutions to this increasing problem.

Registered Charity No: 1120721
Community & Voluntary Partners

Contact CVP 01246 823852
General Email: cvpadmin@bolsovercyp.org.uk
www.bolsovercyp.org.uk

Would you like good value, fresh vegetables grown locally & organically?

If you live or work within 10 miles of Langwith, become a member of the Rhubarb Farm Community Supported Agriculture scheme (CSA) & we will sign you up as a member for a weekly veg box.

If you are interested, fill out an "I'm Interested" form,

www.rhubarbfarm.co.uk
or phone
07527-929-592, or by email
emma@rhubarbfarm.co.uk



Freedom Community Project



Freedom Cafe

The Freedom Café is a café with tea, coffee, squash, biscuits & cakes and goare free. The aim of the Freedom Café is for it to be a place where people can go, rest & relax without having to think about the cost. They also aim to provide a listening ear for people who are in need, giving them the time to share. The Freedom Café is staffed by volunteers who work on a rota basis. The Freedom Café is focused on those who wouldn't normally go to a café because of the cost involved. The Cafe is open Tuesdays & Fridays 9am-2pm. The Cafe also provides free Internet access for all.

Freedom Community Project
Bolsover Methodist Church
Hill Top
Bolsover
Chesterfield S44 6NN
Telephone:
01246 241457



Computer Suite

In today's society most jobs involve some computer based work. Within the Bolsover community there are a number of people with little or no computer skills or even regular free access to a computer. The computer suite and courses provide free access to both the internet and training.

Bolsover Money Support

Supporting people with debt & benefit issues Bolsover Money Support provides a service to people with debt & benefit issues. Bolsover Money Support run a FREE drop in centre which is held on a weekly basis & can offer support with such issues as:

- Budgeting
- Benefit Checks
- Self help debt pack
- Information on specialist advice
- 2 Shires Credit Union Drop In



The drop in centre is held at:
Bolsover Methodist Church
Hilltop, Bolsover.
Thursdays 7pm to 8:30pm

Across 1. Patient 4. Blood Pressure 7. Eyes 8. Aged 9. Pad 10. Simply 11. May 13. Annual 15. Rely 18. Safe 19. Mind 23. Arms 24. Angina 26. Spa 27. Arouse 28. Tab 29. Kids 31. Shot 32. Panned 33. Asepsis **Down** 1. Pressure 2. Thermals 3. Nappy 4. Bug 5. Oedema 6. Daily 8. Adenoma 12. Ale 14. Ulna 16. Yang 17. Peanuts 20. Draughts 21 Asbestos 22. Pap 25. Napkin 26. Sleep 27. Abyss 30. Dud