

NEWBOLD SURGERY NEWSLETTER



December 2011



**Welcome to the fourth edition of the Newbold Surgery Newsletter
which will be issued quarterly.**

**The Newsletter will provide relevant information throughout the year
for all our patients.**



Staff News

Newbold Surgery has for the last few years been a Training Practice where by GP Registrars are required to complete 20 months of training within a General Practice setting over a 3 year period. The rest of this time is spent working within a hospital setting. We would like to welcome two new GP Registrars to the Practice Dr Ify Gbandi and Dr Sree Nookala who will be working with us for the next four months.

As part of Registrar training some consultations are occasionally recorded. When this occurs consent is obtained on an individual basis with each patient. The consultation once recorded will only be seen by the Registrar and his/her GP Trainer and will be kept as highly confidential. If you do not wish for your consultation to be recorded please inform the reception staff. You are under no obligation whatsoever to participate. The GP Trainers based at our Practice are Dr M A Bradley, Dr R D Barron and Dr S K Barron.

Dr Santos D'Souza has also joined the Surgery Team as a Salaried GP and we look forward to continuing working with him.

We would also like to welcome Beverley Hooper who will be working as part of the Administration Team .



Christmas and New Year Closing



**Friday 23rd December
Normal Surgery until 2.00 pm**

**Saturday 24th, Sunday 25th
Monday 26th and Tuesday 27th
Surgery will be Closed**

**Wednesday 28th December
Surgery reopens at 8.00 am**

**Friday 30th December
Normal Surgery**

**Saturday 31st Dec, Sunday 1st Jan and Monday 2nd Jan
Surgery will be Closed**

**Tuesday 3rd January 2012
Surgery reopens at 8.00 am**



Christmas and New Year Prescriptions



All prescriptions received on Wednesday 21st December will be available for collection before Christmas (Friday 23rd December after 2.00 pm)

Any prescriptions received after Wednesday 21st December will not be ready for collection until Friday 30th December after 2.00 pm.

Prescriptions received on Wednesday 28th December will be ready for collection on Friday 30th December after 2.00 pm

Any prescriptions received on Thursday 29th or Friday 30th December will be ready for collection in the New Year (Tuesday 3rd January 2012 after 2.00 pm)

If you do happen to order your prescription too late and you need medication for over the Christmas or New Year period please discuss this with the reception staff.

Thank you.

Dr Birks Patient's List

Due to her retirement anyone registered to Dr Birks will be reassigned and registered automatically by the Health Authority to another GP at Newbold Surgery. Please remember, where possible, all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor,

Medical Forms/Reports and Private Letter Charges

From 1st December 2011 all payments for medical forms, reports and private letters etc will be charged in advance. Forms, reports and private letters will not be completed until payment is received.

Please allow one week for completion from the date of payment.

New Practice Computer System

The Practice installed a new computer system on 10th August 2011.

The Practice would like to say a big thank you to all our patients for your patience and co-operation during this time.

Practice Website

The surgery now has a new Practice Website for further details please go to www.newboldsurgery.co.uk

Patient Participation Group (PPG)

The Patient Participation Group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population.

The first Patient Participation Group meeting was held here at the surgery on Thursday 10th November and was a great success. Many thanks to Susan Jenkinson for providing the delicious buns and cakes for the meeting refreshments.

A copy of the minutes of the meeting are available to our patients and can also be found on the surgery website www.newboldsurgery.co.uk

Don't have time to attend the meeting

Would you like to have your say about the services provided at Newbold Surgery but don't have the time to come to our meetings? Then you may like to join our Virtual Patient Group and help us shape the future. Please log on to the Surgery Website www.newboldsurgery.co.uk to download a form.

**The next PPG meeting will take place on Thursday 15th December 2011
At 6.30 pm in the surgery waiting room
All Welcome.**



Blue Bell Wood Children's Hospice in Sheffield – (The local children's hospice for our area)

The surgery held a non-uniform day on Tuesday 26th July 2011 to help raise funds for Blue Bell Wood and our Health Care Assistant Heather Allen organised a Gala Dinner at The Famous Shoulder at Hardstoft on Saturday 3rd September 2011. Well done to Heather and all who generously donated, in total over £1,000 was raised for the Blue Bell Charity.

Christmas Card Charity

Each year a charity is chosen to receive a donation from members of staff at the surgery instead of sending Christmas Cards to each other. Last years Charity was The Derbyshire, Leicestershire & Rutland Air Ambulance for which we raised over £100. We are currently in the process of voting for this year's recipient charity and details of this will be available in the next newsletter.

Are you interested in trying something different and keeping fit at the same time

Why not try Volleyball !

Chesterfield Cobras Volleyball Club is looking for new team members. As the summer season approaches grass and "beach" volleyball will be starting soon and is a fun activity that all the family can get involved in and play. Chesterfield Cobras meet at The Queens Park Sports Centre in Chesterfield. Match nights – Monday 8.30 pm – 10.30 pm and Training Nights Wednesday 8.50 pm – 10.30 pm. For further information please visit their website www.chesterfieldcobras.co.uk or contact Kev Tann, Chairman and Head Coach by email chesterfieldcobrasvc@goolemail.com

Al-Anon Family Groups

Providing support to anyone whose life is, or has been, affected by someone else's drinking. Al-Anon believe alcoholism affects the whole family, not just the drinker. They are an international organisation with over 800 support groups in the UK and Ireland. Al-Anon is a fellowship of relatives and friends of alcoholics who share their experiences in order to solve their common problems.

Within South Yorkshire and North East Derbyshire they currently have nine meetings where families can find help and support, covering Barnsley, Rotherham, Doncaster, Sheffield and Chesterfield. Alateen (a part of Al-Anon) helps young people (over the age of 12 but under the age of 18) affected by someone's drinking. There are Alateen meetings in Sheffield. If you have any questions, or would be interested in attending a meeting please telephone 0207 403 0888 for details of local meetings. Or visit the website at www.al-anon.org.uk

Up to date patient contact details

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number (home and mobile).

Prescriptions

Prescriptions can now be ordered by email as well as in person at the surgery. Please send prescription requests by email to prescription.newboldsurgery@nhs.net. Please allow 48 hours before collection. Local chemists will also collect and dispense your prescriptions. Please contact your local chemist direct for further information.



Suffering but not an emergency?

For NHS health advice 24 hours a day telephone NHS Direct on 0845 4647 or visit the NHS Choices Website for details regarding minor illnesses on www.nhs.uk

Call 111 Service



This telephone number will replace NHS Direct which will be discontinued by April 2013.

This new service is being advertised as 'when it is less urgent than 999'. The Chesterfield area has been chosen to pilot the service which will be provided by Derbyshire Health United (DHU) who are the area's current 'out of hours' provider. Because they are locally based, DHU have very good links with and an understanding of primary care in this area. 111 will be available to any one living in the area that has a dialing code of 01246 or is picked up by a mobile telephone mast in that area. The number will be available 24hours, seven days a week 365 days a year and will be a free call.

Calls to the 111 number will be answered by call handlers who will follow a protocol dependent on the caller's answers and will act accordingly. For example, this maybe to dispatch an ambulance directly or sign post to another service or advise patients to call their own GP.

Appointments

Did you know you can book appointments up to four weeks in advance and phlebotomy appointments up to six weeks in advance?

A range of accessible appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance.

Important Appointment information

PLEASE REMEMBER TO CANCEL ANY APPOINTMENTS, EITHER HERE AT THE SURGERY OR AT THE HOSPITAL THAT YOU NO LONGER REQUIRE, THERE WILL ALWAYS BE SOMEONE ELSE THAT WILL NEED IT.

See or speak to a Doctor of your choice

Where possible all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor, however our GPs only have a limited number of appointments and telephone consultations each day. Please request your doctor of choice when booking your appointment, if they are not available you will be offered an appointment with another GP. If you would like to speak to a doctor over the telephone please contact the surgery before 11.45 am, if your doctor of choice is fully booked or not in that day you will be offered a telephone consultation with another GP. If you prefer you can request a telephone consultation with the GP of your choice when they are next in surgery.

A Message from the District Nursing Team

If you need to contact a District Nurse directly please telephone 01246 / 237717 – please be aware the District Nursing Team Office is only manned at certain times throughout the day. Please ring at 8.30 am, 1.00 pm or 4.00 pm. The District Nurses are out of the office during the other times of the day visiting patients. If you need to telephone at any other time an answering services is available for you to leave a message.

Minor Dressings

Our New Practice Treatment Room Nurse Dawn Reynolds is now able to deal with minor dressings therefore any minor dressings need to be booked with Nurse Reynolds rather than with the District Nursing Team. If you are unsure when booking your appointment please ask the receptionist.

Flu Vaccinations – Booking for Appointments NOW!

If you suffer from a chronic disease and have been invited by the surgery or are aged over 65 please book your flu vaccination appointment now.

Pneumococcal Campaign

Pneumococcal vaccination invitations will be going out to all eligible patients in the New Year. Please book your appointment on receiving your letter. The Pneumococcal Vaccination is a one off vaccination and normally only has to be given once not annually.

Childhood Immunisations

Childhood Immunisations are now carried out by the Practice Nurse and not the Health Visitor. Appointments are sent out from the surgery.

Bowel Screening

All patients between the ages of 60 to 74 are routinely invited for bowel screening. If you are over the age of 74 you will not be routinely invited but can make further enquires about screening by telephoning 0800 707 6060.

Patient's Suggestions

We always endeavor to improve the service to our patients and would appreciate any suggestions you may have.

Patient Contributions to the Practice Newsletter

Patients are invited to make contributions to the surgery newsletter. If you have anything you would like to contribute that will be of interest to other patients and our surgery community please put in writing and post in the Newsletter contribution box at reception.

Things you may wish to include are community events or suggest items you would like to see in the newsletter. At the discretion of the Practice Manager we will certainly try to include these items for you.



Pregnant Ladies

All pregnant ladies are being encouraged to have the flu vaccination please make an appointment at reception.

Health in Pregnancy Grant - This has now been stopped by the Government and you are no longer able to claim this.

Child Trust Fund – From January 2011 the Government proposed to stop issuing any new vouchers for this tax free savings/investment scheme which has been available to all children born since September 2002. Existing CTF Accounts will continue to operate just as they do now until your child reaches 18, the only difference being, if and when legislation is passed, your child won't be entitled to any further contributions from the Government.

Child Benefit – Once your baby arrives, if you are eligible, don't forget to apply for child benefit. There will be a form in the 'Bounty' pack the hospital gives you when your baby is born or you can download one to print at www.hmrc.gov.uk/childbenefit . You will need to send in your baby's birth certificate with the form. This cannot be applied for online or by phone. Child Benefit payments will only be back-dated three months after the Government gets your application.

Tax Credits – To see if you are eligible to claim please call the tax credit helpline on 0845 300 3900. Even if you think you earn too much it is still worth enquiring.

Blue Badge

The Surgery no longer offer services with help in applying for a Blue Badge.

For further information or to obtain an application form please telephone Derbyshire County Council (Matlock) on 08456 058 058.

Citizen's Advice

All our patients can now have access to our in-house Citizen's Advice Counsellor, David Glossop. He is available by appointment on Thursday afternoons to discuss benefits, debt counselling, consumer issues, housing, employment or any other issues. Please book at Surgery Reception.

Car Parking

As many of you are aware our car park and the road outside the surgery can sometimes be rather busy as the Practice deals with such a large volume of patients. The car park over the road at The Littlemoor Shopping Centre is always available for use when visiting the surgery if our own car park is full. This will also help to ease congestion around the surgery entrance/exit.

Access for GPs in an Emergency

We ask that all patients park to the right hand side of the surgery car park when entering (the same side as the chemist) as the GP parking area is to the left hand side and may need to be accessed in an emergency. Please also leave clear the area in front of the surgery door to allow for emergency vehicles. Thank you.

*We would like to wish all our Patients a Merry Christmas
And a Happy New Year*



Care and Support Useful Numbers

Alzheimer's Society (Chesterfield) - 01246 223366

Carers Association - 01246 222373

Citizens Advice - 01246 209164

Complaints Ombudsman - Parliamentary and Health Service Ombudsman - 0345 015 4033

Emergency Contraception Service - Newbold Surgery 01246 277381
Sexual Health Clinic, Wheatbridge – 01246 235792

PALS - Patient Advice and Liaison Service - 01246 514067

Samaritans - 01246 270000

Social Services (Chesterfield) – 08456 058058

Health Visitor (previously based at Newbold Surgery) - 01246 261986

Hospitals

Chesterfield & North Derbyshire Royal Hospital – 01246 277271

Northern General Hospital – 01142 434343

Royal Hallamshire Hospital – 01142 711900

Sheffield Children's Hospital – 01142 717000

Walton Hospital – 01246 515151

Weston Park Hospital – 0114 226 5000

Health advice
24 hours a day

NHS
Direct

Dial 0845 4647

Whenever you need health
advice and information

NHS

choices

www.nhs.uk

