

NEWBOLD SURGERY NEWSLETTER

July 2011

ISSUE 3

**Welcome to the third 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

At the end of May we said goodbye to our team of Health Visitors, Judith, Lily and Cath due to reorganisation of the Health Visiting Service. Health Visitors will no longer be attached to our surgery but instead will be working as four separate teams covering the Chesterfield area. If you need to contact a Health Visitor please ring 01246 261986

Please note: Childhood Immunisations are now carried out by the Practice Nurse and not the Health Visitor.

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On 29th July we have to say goodbye to Dr Charlotte O'Brien who has worked and trained at the Practice over the years as a GP Registrar and more recently as a Salaried GP. Charlotte has said she is very sad to be leaving us and will miss both staff and patients very much. She has thoroughly enjoyed her time at Newbold Surgery and we all wish her well.

On 2nd August we will also be saying goodbye to our GP Registrar Dr Imran Hasan. Dr Hasan will hopefully return to the Practice in August 2012 to continue his training.

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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 back three GP Registrars, Dr Satish Artham who will be with us for one year, Dr Ayeisha Yazdani who will be with us for 11 months and Dr Noor Bhatt who will be with us for 2 months. Also joining the surgery as a GP Registrar for the first time is Dr Chidosi who will be with us for 4 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.

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Dr Bhatia will be absent from surgery for four weeks from Monday 11th July. He will return to the Practice on Monday 8th August.

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,

New Practice Computer System

The Practice is in the process of installing a new computer system. The new system will be in place and running "live" for the first time on Wednesday 10th August 2011.

As a result we will be unable to issue repeat prescriptions, register new patients or change addresses/telephone numbers from Tuesday 2nd August until Friday 12th August 2011. New registrations and changes of address/telephone numbers can however be left in writing at reception using the appropriate forms and we will enter these details on to the new computer system in the week commencing 15th August.

IMPORTANT INFORMATION REGARDING REPEAT PESCRIPTIONS

Please make sure if you would normally require a repeat prescription during the time of our computer change over that you order it early and give us a minimum of 48 hours to process it. The last day that we will be able to receive your prescription request for processing will be Monday 1st August and these requests will be ready for collection after 2pm on Wednesday August 3rd.

ANY PRESCRIPTION REQUESTS RECEIVED AFTER MONDAY 1ST AUGUST WILL NOT BE AVAILABLE FOR COLLECTION UNTIL WEDNESDAY 17TH AUGUST 2011.

Pre-bookable appointments are normally available to book up to a month in advance however due to the installation of the new computer system pre-bookable appointments for August/September will not be available to book until after 12th August 2011.

Access to scanned letters and test results may also be disrupted during our computer change over period and your co-operation and understanding would be much appreciated. We apologise for the inconvenience this may cause but hope that with your help we can make the change over run as smoothly as possible.

Patient Group

The Surgery will be looking into starting a patient group in the near future.

Please see the notice board in the Waiting Room for further details and applications forms.

Fancy Drag Race (5 mile road race for men)

On Sunday 15 May 2011 Drs Barron, Bhatia, D'Souza and Goswami took part in the Fancy Drag Race Charity Run in aid of Ashgate Hospice. After completing the race they managed to raise £333.00. Thank you to everyone who donated to the Ashgate Hospice Charity. Well Done Guys!!!!

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

The surgery will be holding a non-uniform day on Tuesday 26th July 2011 to help raise funds for Blue Bell Wood. All donations are gratefully received.

Gala Dinner in aid of Blue Bell Wood

Our Health Care Assistant, Heather Allen, is trying to raise £1,000 for Blue Bell Wood Children's Hospice. The dinner will be held on Saturday 3rd September 2011 at The Famous Shoulder at Hardstoft. Tickets are available from Heather here at the surgery at a price of £30 to include a 3 course meal and entertainment. (Dress code – suits (men), formal/smart (ladies)).

All welcome – Please see Heather Allen for further details/tickets.

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@googlemail.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

National Patient Survey – "Patient experience when booking appointments"

As part of the National Patient Survey patients were asked about their experience in obtaining access to their Practice and in obtaining a consultation with a GP and on another level they were asked if they were able to book an appointment with a GP more than two days ahead. Newbold Surgery are pleased to announce that patient satisfaction in these two areas has increased this year.

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.

Appointment information

From 1.1.11 to 31.3.11 a total of 16,179 appointments were booked here at the surgery, of these 922 appointments were wasted by patients failing to attend and not cancelling their appointment.

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.

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 endeavour to improve the service to our patients and would appreciate any suggestions you may have.

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.



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

Dial 0845 4647

Whenever you need health
advice and information



choices

www.nhs.uk