

Newbold Surgery Newsletter

August 2016

Edition No 19



The newsletter is also available for
viewing and downloading
on our website at
www.newboldsurgery.co.uk

Our Mission Statement –

“Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect”

Staff News

The surgery is in the process of advertising for a new full time GP Partner as Dr Martin Bradley will be retiring during the early part of 2017. More details to follow.

We would like to say a warm welcome back to our Practice Nurse Manager Debbie Dyson as she returns from long term sick leave. We've all missed you Debbie!!

In the first week of August we say goodbye to GP Registrars Aran Day and Emma Porcas and wish them both well as they further their careers.

We then look forward to welcoming two new GP Registrars Thomas Sproson who is in his first year of GP Training and Alaa Azhari who some of you may remember as she is returning to us for her final year of GP Training.

We also welcome a new member to our Admin Team, Andrea Axe. Andrea has previously worked as a Midwife for 20 years before taking early retirement and then returning to work in the NHS as an administrator and receptionist at a GP Practice in Bolsover. We all look forward to working with her.

Dr Ayesha Yazdani has recently completed her training towards becoming a GP Trainer and Dr Santos D'Souza is due to finish his training in the very near future.

Staff/Surgery Achievements



On 2nd July our Practice Manager, Rachael Carrington and Patient Services Manager Jane Hardy took part in the Ashgate Hospice Sparkle Walk. Along with their team mates they managed to raise £1,000 between them, a fantastic amount towards a very worthy cause. Well done to everyone who took part.

CQC – Care Quality Commission Inspection

*The independent regulator of health
and social care in England*

Newbold Surgery last had a CQC Inspection in October 2013. We are due to be inspected again on Friday 12th August 2016.

Comment Cards will be available prior to the visit for patients to leave feedback for the inspectors.

If you happen to visit the surgery on the day of the inspection you may be asked by the CQC inspector to give feedback regarding your care that day and your opinion of our services.

We would like to thank you in advance for your help and co-operation during our inspection.



The Derbyshire Safe Place Scheme

Newbold Surgery is participating in and receiving ongoing training towards the Derbyshire Safe Place Scheme. The Scheme means that in a town or community there are public places where vulnerable people can go if they feel scared, threatened or are in trouble while out and about.

At the moment all Derbyshire libraries are safe places. The surgery staff continue to undergo safe place training which explains about the scheme, covers communication skills and gives tips on how to provide practical support and help to people who may feel vulnerable.

Stickers, similar to the picture above, are placed in the windows of safe places to help people identify them. It is hoped that more safe places are established in the near future. For further information on the scheme, to register for a keep safe card and a map of current safe places please see:-

<http://www.derbyshire.gov.uk/safeplace>

**The next Patient Participation Group (PPG)
meetings will be on Thursday
8th September at 6.30 pm in the surgery
waiting room. All Welcome.**

Better Care Closer to Home Have your say

A public consultation (21C Programme #JoinedUpCare) is taking place between 29th June – 5th October . Its aim is to find new ways of working together that improve healthcare services and use public money in the best possible way to care for people closer to their own homes. The C21 Programme Team will be available in surgery on Thursday 11th August to chat to patients and provide information on the proposals. Patients can also receive a further information booklet and have their say by completing a questionnaire regarding their thoughts on the proposals made. Questionnaires are available from the waiting room. Thank you for your co-operation.

Flu Campaign 2016

We are in the process of preparing flu vaccination invite letters for our patients who are over 65 years of age. Patients will be notified via text message or letter regarding what time to arrive for their appointment. The letters will also be available for collection within the next two weeks from the surgery reception if patients happen to call in. This clinic will be held on 28th September at The Hall on The Green.

Patients with a Chronic Disease will also be invited to attend for a flu vaccination via letter. These invites are currently being prepared will become available in August. These appointments will be held in surgery via a pre-booked appointment.

Practice Learning (QUEST) 2016/2017

Once each month there is usually an afternoon where the staff at the practice are involved in Practice Learning Initiatives. This includes the doctors, nurses, the practice manager, all administration staff and any GP Specialist Registrars with us at the time. These events usually take place on Wednesday afternoons.

Surgery will be closed from 1.30pm in the afternoon of the following dates for staff training (QUEST):

<u>2016</u>	10th August 14th Sept 12th Oct 9th Nov 14th Dec
<u>2017</u>	11th Jan 8th Feb 8th March

Courtesy to Staff

Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if we have any particular concerns.

"Please respect us we are here to help you"

International Phone Hacking Scam

Unfortunately due to an international telephone hacking problem Newbold Surgery is no longer able to accept or make international calls as these are now blocked from our telephone system. For patients traveling abroad who need to contact us urgently can you please email us at admin.newboldsurgery@nhs.net

Patient Participation Group (PPG) Est Nov 2011

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.

If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email suejenkinson163@btinternet.com

A copy of the minutes of each meeting are available to our patients and can also be found on the surgery website

PPG Virtual Patient Group

If you 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 you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.

A message from the PPG

It will soon be time for our annual 'flu' day and we would appreciate any paperback books in good condition, for both adults and children. Please hand them in to the surgery or telephone 273185 if you have a lot which need collecting. We also need small toys and jigsaws in good condition- nothing large, we can't store them!

MEDICINES WASTE.

Every year millions of pounds worth of medicines are ordered and not used. Please help to reduce this burden on the NHS.

1. Check your repeat form and only order what you really need.

Once medicines, tablets etc have been issued to you they cannot be re-used and have to be destroyed.

2. If you decide you don't want to take something you have been prescribed, please discuss it with your doctor BEFORE stopping it, as it may be vital that you do take it. You can make a telephone appointment to do this.

3. Don't hoard prescribed tablets, injections etc. 'just in case'. This can be dangerous if other people, especially children, find them. Some patients have been found to have cupboards full! Don't let that be you! Return to the pharmacy any you have finished with, for safe disposal. If you need to restart a particular medication, the doctor will prescribe it.

4. Remember that tablets etc are prescribed for you alone - under no circumstances should you give them to friends and family. It can be dangerous to mix medications and they are not to save someone else money!

(EPS) ELECTRONIC PRESCRIBING SERVICE

A new way to get your medicines and appliances
ASK AT RECEPTION FOR DETAILS

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit the surgery to pick up your paper prescription. Instead, we will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to come to the surgery every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

Is EPS reliable, secure and confidential?

Yes. EPS is more secure and there will be an electronic audit of when the prescription was processed and where it was dispensed.

How can you use EPS?

You need to choose a place for us to electronically send your prescription to. This is called *nomination*.

You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. After our 'go live' date of 1st October we can do this for you at the surgery.

Can I change my nomination or cancel it and get a paper prescription? Yes you can. If you don't want your prescription to be sent electronically tell us. If you want to change or cancel your nomination just let us know or speak to any pharmacist or dispensing appliance contractor that offers EPS. You must tell them before your next prescription is due or your prescription may be sent to the wrong place.

For more information visit

www.hscic.gov.uk/epspatients, your pharmacy or GP practice.

Prescriptions - Please Note If you have requested that a pharmacy collects your prescriptions this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected by your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering / speaking to the doctor.

Prescriptions

Prescriptions can be ordered by email as well as in person. Please send prescription requests by email to prescription.newboldsurgery@nhs.net allowing 48 hours before collection.

Our **online prescription ordering system** is available via our website. To register you will require two forms of ID (one photo ID and one other ie utility bill) please speak to a member of our reception staff.

If you would like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery in person please enquire about electronic prescribing (EPS see page 2). We can then arrange for your prescription to go to your pharmacy of choice. You as the patient will then need to arrange collection from the pharmacy or delivery from them.

Appointments

Patients can book appointments up to four weeks in advance and phlebotomy appointments up to six weeks in advance.

A range of 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.

Our **online appointment booking system** is also now available via our website. To register you will require two forms of ID (one photo ID and one other ie utility bill) please speak to a member of our reception staff.

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.

Emergency Appointments

Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

One problem per consultation

If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

Important Appointment information

DNA – Did Not Attend

We are continually reviewing the amount of nursing and GP time wasted by patients who fail to attend their appointments (DNA) and do not inform the surgery. The most recent results are as follows :-

June 2016	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	119	46.5 hours
GP Time lost	99	

PLEASE REMEMBER TO CANCEL ANY APPOINTMENTS THAT YOU NO LONGER REQUIRE

Our online appointment booking and text messaging service is now up and running. If you would like to register now for these services please ask at reception for a user name and password.

Photo ID is required plus evidence of your address (ie utility bill)

SUFFERING BUT NOT AN EMERGENCY?
VISIT THE NHS CHOICES WEBSITE FOR DETAILS REGARDING MINOR ILLNESS ON www.nhs.uk

Home Visits Please think carefully before requesting a home visit. We are happy to visit patients in their own home if there is a clinical need but your help coming into surgery when possible is much appreciated. A GP can see at least 6 patients in surgery during the time it takes to see one patient at home.

Appropriate Request:-

Bedbound
Terminally Ill
Would come to serious harm if moved

Inappropriate Request:-

No transport or money
Children, young people and anyone who is mobile
Social reasons or for convenience
If other help is more appropriate (ie hospital/casualty)

Reception confidential area / disabled patients and wheelchair access

If you would like to talk to someone discreetly on reception please use the lower level screened area to the left of reception as you enter through the surgery doors. This area provides a more confidential area in which to speak and also offers a lower level desk height for disabled patients and wheelchair users

Up to date patient contact details / text service

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number. Please make sure your mobile information is up to date. If you do not inform the surgery that your number has changed important messages and appointment reminders may be sent to the wrong person. If you do not wish to receive text messages from the surgery please inform a member of staff.

Happy With Our Service?



Please tell us what you think by visiting The NHS Choices Website and leave a rating and review. We would love to achieve a 5 star rating.

Complaints The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

The Friends and Family Test

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering patient's feedback, so we can review our service on a monthly basis.

The test will be based on 2 simple questions and the feedback we receive will help us to learn more about what patient's think of their experience - what they like and what they think we could improve. Ultimately, patients will be helping us to make changes that will ensure we can offer the best possible care.

ALL PATIENT INPUT IS GRATEFULLY RECEIVED.

PLEASE TAKE A FORM FROM THE WAITING AND RECEPTION AREA AND PLACE IN THE BOX PROVIDED ONCE COMPLETE. ALTERNATIVELY THE FORM IS AVAILABLE ON OUR WEBSITE AND CAN BE PRINTED OFF, COMPLETED AND RETURNED TO SURGERY.

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 quarterly 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. At the discretion of the Practice Manager we will certainly try to include these items for you.

One of our patient's has suggested a poetry corner. If anyone would like to contribute to this then please let us know.



DRNEAMESMLSBTBE
RRRTAHBAELSLUIIUN
SSACCIUERERKUEE
NEXULIHCLZFFISBG
LBSBGS LTSSBNGSH
BAOSAESAIOINCI
MACEAAFNPJAZIKY
TJSICLDIWGRCHLG
LNWD PAGVLQDZTAV
XLNTLOWNPVPRAWN
GAUSXIRWUHVXBDT
SKLGFMLTXSHEVRM
NOITACAVWVESAN
PCDNSEBTPYXWSOJ
QBD CGRSZWL BDRBL

Bathing Suit Pelican Scuba Surfboard
Bikini Sailboat Seagull Tropical
Boardwalk Sandals Seashell Vacation
Lifeguard Sand Castle Sunglasses Waves