

# Newbold Surgery Newsletter December 2016

Edition No 20



The newsletter is also available for  
viewing and downloading  
on our website at  
[www.newboldsurgery.co.uk](http://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”

## **Christmas/New Year**

### **Opening/Closing Times**

#### **The Surgery will be closed on**

**Saturday 24<sup>th</sup> December**

**Sunday 25<sup>th</sup> December**

**Monday 26<sup>th</sup> December**

**Tuesday 27<sup>th</sup> December**

#### **Open as normal on**

**Wednesday 28<sup>th</sup> – 30<sup>th</sup> December**

#### **Closed on**

**Saturday 31<sup>st</sup> December**

**Sunday 1<sup>st</sup> January**

**Monday 2<sup>nd</sup> January**

#### **Open as usual on**

**Tuesday 3<sup>rd</sup> January**

## **Prescription Orders for Christmas/New Year**

**Please remember to order your medication in plenty of time for the**



**The last day to order before Christmas day is Wednesday 21<sup>st</sup> December, for collection after 2pm and before 6.30 pm on Friday 23<sup>rd</sup> December.**

**The last day to order before New Year's day is Wednesday 28<sup>th</sup> December, for collection after 2pm and before 6.30 pm on Friday 30<sup>th</sup> December.**

### **Other order/collection days as follows:-**

**Thurs 22<sup>nd</sup> Dec - collect after 2pm on Wed 28<sup>th</sup> Dec**

**Fri 23<sup>rd</sup> Dec - collect after 2pm on Thurs 29<sup>th</sup> Dec**

**Thurs 29<sup>th</sup> Dec - collect after 2pm on Tues 3<sup>rd</sup> Jan**

**Fri 30<sup>th</sup> Dec - collect after 2pm on Wed 4<sup>th</sup> Jan**

## **Prescription Orders for Christmas/New Year**

If you order your prescription too late and will run out of medication over the Christmas or New Year period, please speak to our reception staff who will try their best to help. Please remember that we cannot issue prescriptions immediately while you wait or interrupt the doctor during surgery for the signing of prescriptions. We will issue your prescription as soon as possible but you may be asked to call back later to collect it.

## **Staff News**

The surgery advertised for a new full time GP Partner as Dr Martin Bradley will be retiring during the early part of 2017. Interviews took place in November and we are pleased to announce that Dr Aran Day will be joining us next year as the new GP Partner. Dr Day worked very recently at the surgery as our GP Registrar and we look forward to working with him again in his new post.

In September we said goodbye to Clare Cunningham from our Admin Team, Clare had worked at the surgery for a number of years and has moved to work at a GP Surgery closer to her home.

In November we said goodbye to the baby of the Admin Team, George Silcock. George joined us at the tender age of 19 and worked with us for 7 years. George has left to go travelling around Australia, a massive adventure for her and we hope it is everything she has dreamt of.

We say goodbye at the beginning of December to Dr Tom Sproson. Tom will be leaving us to continue his training at Chesterfield Royal Hospital.

Also leaving us in December will be Aaron Hughes from our Admin Team. Aaron has worked at the surgery for 18 months and is off to begin a career in Graphic Design.

Good Luck to them all in their new ventures!!

We look forward to welcoming Dr Elizabeth Hughes, GP Registrar in December. Elizabeth will be working with us for four months.

We would also like to welcome two new members of the Admin Team who have very recently joined us, Julia Barnaby and Vickie Perkins.

We all look forward to working with them all and welcome them to the Surgery.

## **Staff/Surgery Achievements**

Dr D'Souza and Dr Yazdani have recently both gained their Post Graduate Certificate in Medical Education which will allow them to train GP Registrars and Dr R & S Barron have recently been reapproved for training for the next 5 years.

## **CQC – Care Quality Commission Inspection**

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

Newbold Surgery had a CQC Inspection on Friday 12<sup>th</sup> August 2016. We are pleased to report that the feedback from the Inspectors was fabulous and they granted us an overall rating of “GOOD”

We would like to thank everyone that was involved on the day for your help and co-operation for answering questions from the inspectors and completing feedback forms.

It was greatly appreciated.

**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](mailto: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 now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

#### **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.

**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)

#### **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 :-

May to October 2016	Number of Appointments wasted	Hours/days wasted in total
Nurse Time lost	618	225.5 Hours (28 x 8hr days)
GP Time lost	522	

**PLEASE REMEMBER TO CANCEL ANY APPOINTMENTS THAT YOU NO LONGER REQUIRE**

### **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](mailto: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.



**“Didn't we have a lovely time the day we had a flu jab”!**

I write as a PPG (Patient Participation Group) member on behalf of all of us involved in the day. Wednesday 28<sup>th</sup> September heralded a bright, pleasant morning for the Newbold Surgery Staff and PPG members to get an early start at the Hall on the Green, Ulverston Road, for the annual over 65s Flu Clinic and Community Event from 9am – 1pm.

Eligible patients (after written invitation) were able to access a speedy walk-in clinic, have their vaccination and then take the opportunity to browse cake, books, jigsaws and bric a brac stalls, all proceeds from the stalls to be split between the new McMillan Centre at Chesterfield Royal Hospital and the PPG funds used to provide little extras for use in the surgery such as a new chair in the Phlebotomists room (blood testing) and a new clock in the waiting area.

The event was also a good opportunity to meet representatives from the community. On hand we had the Police and Fire Service, Derbyshire Carers and Chesterfield & North Derbyshire Tinnitus Group each available for advice and information and outlining the services that are available.

Patients were also able to chat in the “pop-up café” run by two lovely members of the PPG charging a nominal £1 each for tea or coffee and a choice of amazing homemade cakes, all the proceeds going to the McMillan Nurses Charity.

It was a happy morning that passed swiftly. There were lots of chat and good cheer and I really enjoyed it. At 1pm the somewhat exhausted Nurses, GPs and PPG volunteers made their way back to the surgery ..... Mission Accomplished!! We would like to express our gratitude and thanks to all who helped make this event so successful. A total of £314.93 was raised for good causes!! A very BIG thank you also goes to all the over 65 patients who came to the event and who donated so generously.

**WITHOUT YOU IT WOULDN'T HAVE BEEN POSSIBLE!**

*K Evans - Treasurer Newbold Surgery PPG*

**Note from the Surgery** - We would like to encourage more of our over 65 patients who receive an invite for a flu jab to attend this event next year. By attending the Hall on the Green rather than the surgery for your flu jab it allows valuable nursing time to be used for other clinics and ensures you are vaccinated early keeping you safe before the flu season begins. Thank you

#### **A message from the PPG**

We would still appreciate donations of any paperback books for both adults and children, Music CDs & DVDs, small good condition toys and jigsaws, general greetings cards and Christmas cards. Please hand them in to the surgery or telephone 273185 if you have a lot which need collecting - nothing large, we can't store them!

#### **Flu Campaign 2016**

This year's flu vaccinations are already underway. If you are eligible for a flu vaccination please book your appointment at reception.

#### **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>	14th Dec
<u>2017</u>	11th Jan, 8th Feb, 8th March

#### **MIG**

**What is MIG?** MIG stands for Medical Interoperability Gateway and it is a computer system that enables the sharing of specified datasets of patient information between healthcare providers. Patient information via MIG cannot be accessed without consent from patients during their consultations. In an emergency situation if a patient was unable to consent but they are medically at risk if they do not receive treatment, the clinician will access records in order to treat the patient.

The consent model for MIG is based on implicit consent to share and explicit consent to view. Patients can opt out from sharing at any time.

The Records and Information Group (RIG) has issued a directive to all GP practises to share their records to ensure that they are fulfilling the duty of care to their patients.

Patients who previously opted out of Summary Care Record or eDSM will automatically be opted out of MIG.

#### **MESSAGE IN A BOTTLE**



**What is it?** It's a simple idea designed to encourage people to keep their basic personal and medical details on a standard form and in a common location – the fridge!

**What does it do?** It saves the Emergency Services valuable time if they need to enter a property in an emergency situation. Not only does it help to identify who you are it also identifies if you have special medication or allergies. It is not only a potential lifesaver, but also it provides peace of mind to you, your friends and family by knowing that prompt medical treatment is provided and that the next of kin and emergency contacts are notified.

**For more information and to collect you own “message in a bottle” please ask at reception.**

**SUFFERING BUT NOT AN EMERGENCY?  
VISIT THE NHS CHOICES WEBSITE FOR DETAILS  
REGARDING MINOR ILLNESS ON [www.nhs.uk](http://www.nhs.uk)**

**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

**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](mailto:admin.newboldsurgery@nhs.net)

**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"*

**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.

**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.

**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.**

 Christmas Word Scramble 

lelbs	1- _____
isentpiota	2- _____
cleand	3- _____
gigabrndeer	4- _____
tewhar	5- _____
scralo	6- _____
edinerer	7- _____
gostinck	8- _____
esokoci	9- _____
gnego	10- _____
gliseh	11- _____
leves	12- _____
tenessrp	13- _____
dranlag	14- _____
sottlemie	15- _____
fitg	16- _____
yalohid	17- _____
legan	18- _____
leno	19- _____
stranemon	20- _____
credembe	21- _____
womanns	22- _____
dancy enca	23- _____
sliten	24- _____
eylu	25- _____

 



*From All the Doctors, Nurses  
and staff at Newbold Surgery*