

Newbold Surgery Newsletter

May 2016

Edition No 18



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

Staff News

We welcomed Dr Emma Porcas, GP Registrar, to the surgery. Emma started working with us as part of her GP training on 8th February and will remain with us until 2nd August.

Dr Stephen Hitchen and Dr Zahid Saeed GP Registrars who have been with us as part of their GP training will be leaving us in May and we wish them both well.

Staff/Surgery Achievements

Dementia Friends



As part of our staff training in March we welcomed Mrs Hazel Shaw of the Alzheimer's Society. The surgery staff received special dementia training and we are working towards becoming an official dementia friendly surgery.

A dementia friend is someone who through appropriate training learns what it is like to live with dementia and then turns that understanding into positive action.

As dementia friends there are lots of ways that we are able to help people that live with dementia. By spreading the word, telling friends, visiting someone who lives with dementia, becoming a volunteer or encouraging others to become dementia friends. With better understanding we will all be able to make a difference.

For further information please see online at www.dementiafriends.org.uk

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

Staff/Surgery Achievements continued

Fire Safety



In April all surgery staff underwent fire safety training led by Mr Martin Oldknow, Fire & Safety Specialist. The training was both informative and interesting and the surgery policies and procedures on fire safety for both patients and staff were highlighted and discussed in depth.

Clinical Governance

All the surgery clinical team have recently undergone specific clinical governance training. *"Clinical Governance is the system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care, by creating an environment in which clinical excellence can flourish".*

Information Governance

The whole of the surgery team have recently undergone information governance training. *"Information Governance Training ensures the appropriate use of patient information held at the surgery. All of our clerical and healthcare staff undertake appropriate information governance training to ensure they are compliant with data protection and patient confidentiality. Online learning modules and national assessments are done yearly to support this".*

Christmas Card Collection 2015



The surgery Christmas card collection for 2015 raised a total of £61.00 for the Charity "Jo's Cervical Cancer Trust". The trust is the only UK charity dedicated to women and their families affected by cervical cancer and cervical abnormalities. They offer a range of information and support both online and face to face 24 hours a day and at every step of the journey. They raise awareness about how cervical cancer can be prevented and campaign for the best care and treatment. For further information please see online at www.jostrust.org.uk

Building Work We would like to apologise in advance for the building work that is due to take place at the left hand corner of the surgery building. This will mean part of the car park will be out of use. We ask that patients park to the right of the surgery at all times (chemist side) to allow access for GPs.

**The next Patient Participation Group (PPG)
meetings will be on Thursday
23rd June & 8th September at 6.30 pm in the
surgery waiting room. All Welcome.**

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



In Memory of Stephanie Sloane



Steph was Treasurer to Newbold Surgery Patient Group, and died on 26th March in Ashgate Hospice. We remember her ready smile and willingness to help out with anything. We will miss her contributions to meetings and our thoughts are with her family at this sad time.

Donations from the Practice and the Patient Group have been sent to Ashgate Hospice in her memory.

Rest in peace Steph.

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.

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>	13th April 11th May 8th June 13th July 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"

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"

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.

(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.

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 :-

1.4.15 – 31.3.16	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	1305	376 hours
GP Time lost	1028	

The GP's wasted appointment time above is equivalent to a GP working 2 months and not seeing any patients!!!

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)

Important Appointment Information

Booking appointments - a message from the PPG

Ever had difficulty getting the appointment you want?

1. Far too many appointments are missed every week. These could go to people who really need them. Please let the practice know if you can't attend or no longer need the appointment. If you have a mobile phone or are a carer, give the practice your number so that an automatic reminder can be sent.
2. The NHS needs many more GPs. There are training places unfilled and no spare GPs, yet every practice needs more to offer more appointments. Many are retiring early or leaving to work abroad to get away from the strain and abuse in the NHS. As patients we need to take more responsibility for our own health. It is estimated that across the country up to 52 million visits to GPs every year are for minor conditions which would get better in a few days, with self-care or doing nothing!
3. Remember that your local pharmacies offer an excellent service for minor problems and will tell you if you really need to see a doctor. They have a room where you can speak in confidence without needing an appointment.

Together we can ensure that our GPs are there when we need them and you can get that appointment when you really need it.'

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)

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.

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.

ECGs The surgery is now able to offer ECGs "in-house" saving patient's a trip to the hospital.

Live Life Better (Derbyshire) If you want help and support to stop smoking, lose weight, become more active or improve your diet, Live Life Better (Derbyshire) can help you to make the changes needed to improve the way you feel now and in the future. All help provided is free including Wellbeing, Smoking Cessation and Weight Management. To self-refer go to www.dchs.nhs.uk/livelifebetterderbyshire

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.

Complaints The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint, 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.

Spring Fun Word Search

Can you find the words associated with the coming of Spring?

C	U	K	K	M	F	X	S	R	E	W	O	L	F	U	Q	T	APRIL
I	A	X	I	K	A	O	R	N	R	Z	G	N	P	U	D	R	BASEBALL
L	T	S	W	T	S	D	E	E	S	E	F	N	G	B	T	A	BIRDS
R	B	A	L	I	E	E	H	T	S	T	F	C	T	S	I		BLOSSOMS
P	G	U	V	B	R	R	G	L	S	M	M	S	B	B	D	N	BUDS
S	X	H	D	G	M	R	I	R	X	A	X	L	A	L	R	S	DAFFODILS
U	F	Y	M	S	O	R	E	T	R	R	O	E	B	E	I	D	EASTER
N	P	W	F	W	P	W	K	B	O	S	Z	Y	G	G	B	A	FLOWERS
S	C	I	I	A	O	O	L	B	S	I	P	R	A	N	Z	F	GARDENING
H	W	N	L	H	M	E	I	O	S	Z	Y	W	O	I	E	F	GREEN
I	G	C	S	U	S	N	M	T	C	A	M	P	R	N	H	O	GROWING
N	U	O	G	H	T	S	N	D	M	E	C	I	H	E	C	D	KITE
E	I	X	U	O	Q	P	U	D	D	L	E	S	Q	D	R	I	MARBLES
A	G	Y	V	G	W	A	G	N	I	T	S	E	N	R	A	L	MARCH
D	U	Y	N	D	P	F	S	D	N	I	W	N	Z	A	M	S	MAY
Y	B	A	S	E	B	A	L	L	V	P	I	C	T	G	Z	A	NESTING
L	S	J	Y	X	A	M	G	N	I	T	N	A	L	P	M	J	PLANTING