

Newbold Surgery Newsletter

April 2015

Edition No 15



Website - www.newboldsurgery.co.uk

Staff News

Our two lady GP Registrars, Dr Van Trinh and Dr Geshthimani Misirli have now left the surgery to continue their training elsewhere, we wish them well and welcome in their place Dr Amit Acharya, he will be working with us full time and Dr Nyla Abbasi, she will be working with us part time.

We say goodbye this month to one of our Admin Staff. Julie Hague has worked with us for the past 4½ years and we are sad to see her go. Julie will be moving to a new position at Hasland Surgery as a Health Care Assistant and Admin Assistant to the nurses there. All the best Julie from everyone at Newbold Surgery.



This year marks 25 years service for four of the Newbold Surgery Staff;

Teresa Tongue – Practice Nurse
Andrea Greatorex – Admin Team
Sue Bacon – Secretary
Helen Annett – Secretary



This year also marks 33 years service for our longest serving member of the Admin Team
Alison Parker



Together they have clocked up 133 years of services between them during their time at Newbold Surgery and have seen many changes.
Well done ladies!!

Staff News



Staff members from our District Nursing, Care Co-ordinators and Practice Nurse Teams are this year taking part in the Race for Life Pretty Muddy 5k obstacle course to raise money and awareness for cancer support.

This event takes place on 18th July at Rother Valley.
Good Luck Kerry, Lisa, Lynn and Alison!!

Christmas Card Collection 2014

Every year staff at Newbold Surgery support a charity at Christmas by collecting money together that would have normally been spent on cards to each other. The 2014 collection raised a total of £95 and was split equally between Ashgate Hospice and Sheffield Children's Hospital.

Thank You

The surgery would like to express our gratitude to the Fuller Family for their kind donation of a wheelchair for use at the surgery.

The next Patient Participation Group (PPG) meetings will be on Thursday 11th June and Thursday 10th September at 6.30 pm in the surgery waiting room. All Welcome.

Prescription Orders for Bank Holiday Mondays May 4th & May 25th 2015

Please remember to order your prescription in plenty of time if you are to run out when the surgery is closed for the two May bank holidays. Any prescription ordered on the Friday before a bank holiday will not be ready for collection until the following Wednesday after 2pm.

If you order your prescription too late and will run out of medication 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.

Surgery Toilets - Please help us to help you

Many of you will have noticed that the toilets in the surgery have been out of order on and off many times over the last few months. Please could we ask that **only** toilet tissue is put down the toilets. The toilets are not designed to take wipes and are becoming blocked constantly making them unusable for everyone. Bins are provided for the disposal of nappies, wipes and sanitary products and we would be grateful if these items could be put in the bins and not down the toilets. Thank you.

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 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.

If you would like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery please inform us of the pharmacy of your choice and complete and sign a form at reception. We will arrange for your prescription to go to that particular pharmacy. You as the patient will then need to arrange collection from your pharmacy of choice or delivery from them.

This service is available from the following pharmacies:

Dents Chemist - Windermere Road

Dents Chemist – New Square

Boots Chemist – Low Pavement

Lloyds Pharmacy – Whittington Moor/Holme Hall/
Chatsworth Rd/Sheffield Rd/Hasland

Peak Pharmacy – Whittington Moor

Tesco – Lockoford Lane

Sainsbury's – Rother Way

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. **The surgery is working towards electronic prescribing and patients will be informed when this is available.**

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 just for emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

Wheatbridge Health Village offer free, confidential Family Planning and Sexual Health Clinics both during the day and outside of normal working hours.

Appointments can be booked for pill checks, coil and implant insertions/removals, smears, swabs, general sexual advice and more. Tel 01246/293714 (sexual health) or 01246/235792 (family planning). Drop in clinics also available.

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

Fundraising The PPG are continuing to fundraise with the sale of books, knitted toys and "loom band" bracelets. These can be found in the surgery waiting room and reception area. If you have any good condition books to donate please bring them in to the surgery reception.

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.

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.

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 :-

March 2015	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	97	39.25 hours
GP Time lost	87	

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.

Information Governance Staff Training

Information Governance Training ensures the appropriate use of patient information held at the surgery. All 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.

Practice Learning (QUEST) 2015/2016

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>2015</u>	21st January 18th February 18th March 15th April 13th May 10th June 8th July 12th August 9th September 14th October 11th November 9th December
<u>2016</u>	13th January 10th February 9th March

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.

TO HELP US ACHIEVE THIS, PATIENT INPUT WOULD BE GRATEFULLY RECEIVED.

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

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

Are you diabetic and have not had a recent blood pressure reading? Please book an appointment at reception to have this done.

Smoking Status!! What’s yours? If you smoking status has changed within the last 12 months please let the reception staff know so we can update your records. Thank 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. 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)

Medical Record Sharing (3 sharing models)

Summary Care Record is an electronic record which gives healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency (via A&E) or when your GP practice is closed (GP Out of Hours Service) or when being seen as a Temporary Resident by a GP whilst on holiday etc.

Information held on the Summary will include only Medication, Sensitivities, Allergies and Adverse Reactions. However you may want to include other important information on your Summary Care Record which you might think would be helpful in an Emergency situation, this additional information will only be shared at your express consent.

Care Data is a database where information about your healthcare can be used by others such as researchers and those planning health services to make sure that patients can receive the best possible care. For more information visit www.nhs.uk/caredata

Enhanced Data Sharing Model (eDSM) patients are able to consent to sharing their entire medical records for referrals/further care purposes. For more information please request an information sheet from reception

You can opt out of any of the above by informing the 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.

This quarter it has been suggested by one of our patients that the surgery newsletter be available in LARGE PRINT – please ask at reception for this service.

It has also been suggested that basic recipes and health tips be included in the newsletter and these will be available in next quarters issue.

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.

Surgery Car Park

Please remember the car parking area (library side) is reserved for GPs and Staff. This area needs to be kept clear for GPs in case of emergency. Please could we ask that patients only park on the same side as the chemist.

Citizen's Advice is available at the surgery by appointment on Thursday afternoons to discuss benefits, debt counselling, consumer issues, housing, employment or any other issues. Please book at Reception.

Struggling with your thoughts and feelings

Steps2change is a talking therapies service to help people in the Derbyshire area deal with common mental health problems.

If you wish to refer yourself to Steps2change, please call them on **0303 123 4000 (local rate)**

Or email lpn-tr.steps2change@nhs.net

For more Information please go to their website www.steps2change.nhs.uk

Hearing Loop System If you require this service please ask at reception.

Surgery Windows Upgrade Over the next few months the windows of the Surgery Building are to be replaced. We apologise for any inconvenience this may cause as the work is carried out.



Times of the Year

W G L I R J U L Y X Z A P R I L F
N E L D E C E M B E R H A J G N A
M Y W N O V E M B E R T S X M T L
I M E Z K J O Q M N H O U R I M L
N O E J Q I M F J A N U A R Y O O
U R K L W W E D N E S D A Y Z N W
T M A R C H K E G R W C U B Q T L
E F E B R U A R Y W I L V M Z H T
X T X O C T O B E R N D G O F M U
A E W R L X W R Y N T Y P N M T E
U M S P R I N G E Q E E W D R H S
G J U N E O D L A X R A F A Y U D
U F R I D A Y Q R C M A Y Y R R A
S S A T U R D A Y S U M M E R S Y
T U X S U N D A Y H N X B J U D L
U S E P T E M B E R U K Z M S A J
K D S P O P F H D A Y X N Z Z Y R



January	July	Spring	minute	Monday
February	August	Summer	hour	Tuesday
March	September	winter	day	Wednesday
April	October	fall	week	Thursday
May	November		month	Friday
June	December		year	Saturday
				Sunday