

Newbold Surgery Newsletter August 2014

Edition No 13



Website - www.newboldsurgery.co.uk

The next Patient Participation Group (PPG) meeting will take place on Thursday 4th September at 6.30 pm in the surgery waiting room.

A Guest Speaker from Derbyshire Health United will be coming in to talk about the 111 phone service and the Out of Hours Doctors Team.

All Welcome.

Staff News

On 5th August both Dr Annabel Stewart and Dr Aran Day, GP Registrars will be leaving us. Dr Stewart has now completed her GP training and will be moving to work at a Practice in Derby. Dr Day will leave us to continue his GP training within a hospital setting. We wish them both well and good luck for the future.

Dr Amer Shariff our current GP Registrar will continue to work with us until December. Dr Imran Hasan one of our previous GP Registrars has recently completed his GP training and will be working as a locum GP both here and around Chesterfield before settling into a new job.

On 6th August we welcome three new GP Registrars Dr Deepak, Dr Azhari and Dr Saeed. They will all be working with us for the next four months.

We would also like to welcome our new Community Matron Kerry, and Care Co-ordinator James. They will be working closely with the surgery as part of our new "Virtual Ward Team" which you can read about further on in the newsletter. We also have a new member of the Admin and Reception Team, Sally Lawtey who joined us in June. Welcome Sally.

Staff Sporting and Health News

Dr Celia Allmand has recently run the Liverpool Marathon in a fantastic time. Well done Dr Allmand.

Tracey Hutchinson one of our administration team has been raising money for breast cancer with her daughter and other family members by running the Race For Life. Well done ladies.

Dr D'Souza, Dr Shaw, Dr Hall and Dr Allmand and possibly Drs Bhatia and Steph Barron are planning to run the full Chesterfield Marathon on 14 September 2014 as part of a relay team. If you would like to sponsor them please speak to reception staff. All donations gratefully received. www.chesterfieldmarathon.co.uk

And lastly we would like to report that some of the Newbold Surgery Staff have embarked on a healthy eating and weight loss plan run by our Practice Nurse Shandice Finnegan. The plan has now been running from the beginning of May. Keep it up everyone!!!

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.

Flu Campaign 2014

The time is very nearly upon us when we start to organise our major one day flu clinic at the local Hall on the Green, with the help of our PPG members. This will be discussed at the next meeting in September when arrangements will be made for a date to hold the clinic. We will also be looking for volunteers to help co-ordinate the running of the clinics and for help with the refreshments and bookstall. Please come to the next PPG Meeting if this is something you would like to be involved in or contact our PPG Secretary Sue Jenkinson on the number above.

Fundraising The PPG are continuing to fundraise with the sale of books, knitted toys and now the increasingly popular "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.

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

Hearing Loop System Our hearing loop system has now been revamped and includes a portable loop system which is available for hard of hearing patients to take into consultations with them. If you require this service please ask at reception.

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 :-

Time period from 1st May to 1st August 2014	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	357	89 hrs
GP Time lost	297	56.5 hrs

The current waiting time to see a nurse is up to 1 month. This time could decrease to between 2 to 3 weeks if the current DNAs were reduced.

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.

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.

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

August Bank Holiday

**The Surgery will be closed on
Monday August 25th 2014.**

Please remember when ordering your prescriptions that any prescriptions ordered on Friday 22nd August will not be ready for collection until Wednesday 27th August after 2.00pm.

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 i.e. 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 **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

Peak Pharmacy – Whittington Moor

Please be aware 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.

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

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 i.e. 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.

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.

Pneumococcal Campaign

Pneumococcal vaccination invitations for patients with chronic disease are been sent out at the moment. Please book your appointment on receiving your letter. The Pneumococcal Vaccination is a one off vaccination and normally only has to be given once not annually.

Safeguarding Training

Recently our clinical staff have undergone Safeguarding Level 3 Training:-

What is safeguarding?

It might be difficult to accept, but every child can be hurt or put at risk of harm regardless of their age, gender, religion or ethnicity. Safeguarding legislation and government guidance says that safeguarding means:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children and young people to have the best outcome

Safeguarding not only applies to children but also to vulnerable adults and the elderly. The current leads in these areas at the surgery are Dr C Allmand – Safeguarding and children and Dr S D'Souza – Vulnerable Adults.

Reception confidential area / disabled patients and wheelchair access

If you would like to talk to someone discretely 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. 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.

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.

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.

Waiting Room Information TV

We received a number of reports from patients that they could hear a GP consultation in progress whilst in the waiting area. We can assure you that this was not the case but was in fact a staged consultation that was on our information TV. This has now been removed from the TV to avoid any further misunderstanding

Practice Learning (QUEST)

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 afternoon. Surgery will be closed in the afternoon of the following dates for staff training (QUEST):
20 Aug, 17 Sept, 15 Oct, 19 Nov and 17 Dec.

Cancer Care Audit 2013 - 2014

Our recent Cancer Care Audit here at the surgery has just been finalised for the past year the results of which are very positive showing the quality of cancer care has improved. There has been a recent Government initiative to allow terminally ill patients a choice of where they wish to spend their last few months and days. More of our patients are choosing to remain in the comfort of their own home and we are pleased to support this where ever possible. Our audit reflects these findings and shows the additional support patient's receive at home a positive factor.

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 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.

Patient's Comments and Suggestions Box

We have received the following comments and suggestions from patients:-

1. **“Nurse Hawkins to have her own room”**

Whilst we would love to be in a building with an infinite number of consulting rooms, the reality is we are not. It is inevitable that clinicians here will have to share consulting rooms but with practical allocation of the available space we have, a single clinician is moved no more than once during their normal working week and as a practice we feel this is entirely acceptable.

2. As suggested by a patient - A notice is to be put up in the waiting room regarding the use of the High Seated Chairs for patients with mobility problems and the elderly.

Virtual Ward Team Is now in operation. The surgery, along with the North Derbyshire Clinical Commissioning Group (CCG) has formed a practice based multi-disciplinary team which comprises of all or in part a GP, Care Co-ordinator, Community Matron, Adult Care Liaison Social Worker, Senior Physiotherapist and Senior Occupational Therapist. The Team services the needs of vulnerable groups ie patients who are at greater risk of hospital admission. Patients are assessed before acceptance onto the Virtual Ward Scheme and receive a case-managed approach with a member of the practice based team as a lead. The hope is that by combining the expertise of these individual professionals through a joint approach in both primary and community settings will help prevent unnecessary hospital admissions hopefully ensuring that only patients who need to be in hospital end up there. Combined with this approach will be an Early Intervention Team who will be available to effectively manage emergency care if needed and also a Community Care Centre Team.

English Cities Word Search

h m m k h d n f d k h q r k g n f k k n y
v j x w t n r w e s t m i n s t e r l m m
l c r e t s e h c n a m n y d y r r w b m
e k a l j m d w t r n r d u o b l w h a s
i v b r m m k l r h e y r t n r d e h a l
c k p b l k a r e t q h l m v l k g l o x
e r g x r i h h s e a l d l e p n f n q l
s i y l t n s e g m d r b i q i o d p y r
t p l m y m c l b n o s f v m r o k x b e
e o y q n u l l e f i e j r d n c x h v t
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o m g t p t j h w h p n j o j c s c w k e
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r n o t p m a h t u o s g l t e l l k u g
b m w d g m h e r e f o r d n o d l t r k
l m o t p m a h r e v l o w h m n n t t c
t m r t y g x t k b m l l x r d j z u h n
v w k k t l n r h n p l y m o u t h f s v

Birmingham	Hereford	Ripon
Bristol	Leeds	Salford
Cambridge	Leicester	Southampton
Carlisle	London	Sunderland
Chester	Manchester	Truro
Derby	Norwich	Wakefield
Durham	Nottingham	Westminster
Ely	Oxford	Wolverhampton
Exeter	Plymouth	York
Gloucester	Preston	