

Newbold Surgery Newsletter December 2013

Edition No 11



*Merry
Christmas
& Happy New Year
From all the Staff*

Website - www.newboldsurgery.co.uk

The next Patient Participation Group (PPG) meeting will take place on Thursday 19th December 2013 at 6.30 pm in the surgery waiting room. All Welcome.

Staff News

This month we say goodbye to two of our GP Registrars Dr Ayesha Afroze who has now left us to continue her GP Training in a hospital setting and Dr Imran Hasan who has been with us now for over a year and has completed his GP training. We hope to be able to work with Dr Hasan again in the future and wish them both well.

We will be joined by a new GP Registrar Dr Musa Finni at the beginning of December. We look forward to working with Dr Finni for the next 4 months as part of his continued GP Training.

Our three GP Trainers have received extremely positive feedback from the East Midlands Local Education and Training Board recently informing us that Newbold Surgery is the second highest training practice in the East Midlands and the best in the Chesterfield area. Congratulations to our GP Trainers Drs Martin Bradley, Robert Barron and Stephanie Barron.

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 fundraising event at our annual flu vaccination clinic on Ulverston Road went very well with the sale of books, cakes, knitted toys and refreshments raising £275. This money will go towards the good of the patients and we would like to thank all the PPG members for their continued help and support.

We would like to also thank the PPG for their latest contribution of a wheelchair for the use of patients in surgery and a bubble tube to create a relaxing atmosphere in the waiting room.

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.

PPG Meeting Agenda Any relevant suggestions made by patients (ie via the Newsletter Suggestion Box on Reception) are passed to the PPG Secretary for discussion at the next meeting and reported on in our subsequent Newsletter.



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



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.

**Care Quality Commission (CQC)
PATIENT INFORMATION**

The [Care Quality Commission](#) (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisations.

The CQC makes sure that essential standards of quality and safety are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor. The CQC's aim is to make sure that better care is provided for everyone.

If you would like to find out more please visit the CQC website at : <http://www.cqc.org.uk/>

CQC Visit To Newbold Surgery 2013

The surgery received a visit from the Care Quality Commission (CQC) at the end of October to check that essential standards of quality and safety were being met at the surgery. We have received very positive feedback from the CQC who during their inspection spoke to several patients in the waiting room. All the patients questioned were very happy with their care and gave particular praise to the time and attention they receive from their GPs. Their comments included "I've had lots of support from all the staff who always do what they say, even making sure a GP calls me back" and I like that I can see my own GP so I don't have to explain everything each time I come". It was found that patients were involved in their care and treatment which was provided in a way intended to ensure their safety and welfare.

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.

**Important Appointment information
DNA – Did Not Attend**

A report has been carried out at the surgery over the last two months regarding the amount of nursing and GP time wasted by patients who fail to attend their appointments (DNA) and do not inform the surgery. The results are as follows :-

| | 31 Aug – 29 Sept | 30 Sept – 30 Oct |
|-----------------|------------------|------------------|
| Nurse Time lost | 32.75 hrs | 38.5 hrs |
| GP Time lost | 18.25 hrs | 22.5 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. A campaign will be undertaken in the next few weeks with the help of our Patient Group and text reminder service to try and tackle this problem.

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.

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.



Please remember to order your prescription in plenty of time for the Christmas and New Year Holiday.

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 local pharmacies:-

- Dents Chemist - Windermere Road
- Taylor's Pharmacy – Whittington Moor
- Peak Pharmacy – Whittington Moor
- Boots Chemist – New Square

Christmas and New Year Prescriptions

All prescriptions received on Friday 20th December will be available for collection before Christmas (Tuesday 24th December till 4.30pm)

Any prescriptions received after Friday 20th December will not be ready for collection until (Friday 27th December after 2.00pm)

Prescriptions received on Friday 27th December will be ready for collection on (Tuesday 31st December till 4.30pm)

Any prescriptions received on Monday 30th December will be ready for collection in the New Year (Thursday 2nd January 2014 after 2.00pm)

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.

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.

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.

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.

MMR Campaign

Many of you will have seen on the news about the increasing spread of the measles virus. If your child is aged between 10 and 16 and has never had an MMR vaccine it is recommended that they are vaccinated as soon as possible. The surgery will run its own MMR Campaign in line with the Department of Health's Guidelines inviting anyone at risk to be vaccinated. It is important that babies/young children receive their routine MMR vaccinations at the correct time. If you need to book an appointment for your child please contact reception.

Pneumococcal Campaign

Pneumococcal vaccination invitations for patients with chronic disease will be going out over the next few weeks. 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.



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. We are currently setting up some on line and text messaging services. These will be available in the New Year, however if you would like to register now for these services please ask at reception for a user name and password.

Photo ID is required.

Please make sure your mobile information is up to date (if you do not wish to receive text messages from the surgery please inform a member of staff)

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. "The waiting room needs to be more welcoming" – The new waiting area has recently been revamped with close input from the patient participation group and patients themselves. We have tried to make it as welcoming as possible however we have to keep things relatively basic as we have to adhere to strict infection control regulations. For example we are not allowed items such as magazines, soft toys or any other item which may be difficult to keep germ-free.
2. "Several elderly patients have been noted to be struggling with the chairs in the waiting room" – We have now ordered some high seat chairs for patient use.
3. "The poster in the Chiropody Room needs removing as it is unpleasant" – The poster in question has been discussed and it has been decided to keep the poster up. The poster shows the anatomical structure of the foot and has been in the Chiropody room for several years. We have only ever received one comment about it being on display. The poster is used by the Chiropodist and the Diabetic Podiatrist as a teaching tool and is necessary to their work.



Christmas and New Year Closing



Tuesday 24th December
Normal Surgery until 2.00pm
Emergency Surgery only 2.00pm till 4.30pm

Wednesday 25th and Thursday 26th December
Surgery Closed

Friday 27th December
Normal Surgery reopens at 8.00am

Monday 30th December
Normal Surgery

Tuesday 31st December
Normal Surgery until 2.00pm
Emergency Surgery only 2.00pm till 4.30pm

Wednesday 1st January
Surgery Closed

Thursday 2nd January 2014
Normal Surgery reopens at 8.00am

Christmas Word Search



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



1. Bells
2. Bethlehem
3. Bows
4. Candy
5. Carols
6. Christmas
7. Elves
8. Gifts
9. Holly
10. Jesus
11. Manger
12. Reindeer
13. Santa
14. Sleigh
15. Snowman
16. Star
17. Stocking
18. Toys
19. Tree
20. Wisemen