

Newbold Surgery Newsletter December 2014

Edition No 14



Website - www.newboldsurgery.co.uk

Christmas/New Year Opening/Closing Times

The Surgery will be closed on

Thursday 25th December

Friday 26th December

Saturday 27th December

Sunday 28th December

Open as normal on

Monday 29th December

Tuesday 30th December

Wednesday 31st December


Closed on

Thursday 1st January

Open as usual on

Friday 2nd January

Prescription Orders for Christmas/New Year

 Please remember to order your medication in plenty of time for over the Christmas/New Year period.

The last order day for before Christmas day is Monday 22nd December, for collection after 2pm on Wednesday 24th December.

The last order day for before New Year's day is Monday 29th December, for collection after 2pm on Wednesday 31st December.

Other order/collection days as follows:-

Tues 23rd Dec - collect on Mon 29th Dec

Wed 24th Dec - collect on Tues 30th Dec

Tues 30th Dec - collect on Fri 2nd Jan

Wed 31st Dec - collect on Mon 5th Jan

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

We are sad to report that following Dr Ann Gedge's period of absence from work she has informed us that she will not be returning to the surgery. We will all miss her and would like to wish her all the very best for the future.

Dr Gedge sends the following message:-

"As you probably know, I've been away from work for several months and, after a huge amount of soul-searching and talks with lots of people, I have decided the time has come for me to stop being a GP, and, thus, to leave Newbold Surgery.

This has been a very difficult decision as I am so fond of both patients and colleagues at Newbold, and I shall miss you very much, but I feel privileged to have been part of such a caring, happy and successful surgery, and I am confident that both patients and staff will continue to keep it that way.

With my gratitude and warmest wishes."

Some patients have expressed that they would like to donate towards a gift for Dr Gedge. Any donations can be handed in at reception, thank you. The surgery is also happy to accept any cards or gifts for Dr Gedge that patients would like us to forward on to her.

Staff News

Dr Amer Shariff one of our current GP Registrars has now passed all his exams for which we send our congratulations. He will continue to work with us until the beginning of December as a GP Registrar at which time we hope that he will join us on a regular basis as a locum or salaried GP.

Dr Guneet Deepak, GP Registrar has recently given birth to a baby boy and is now on maternity leave. Congratulations to all the family.

Dr Alaa Azhari, GP Registrar will leave us at the beginning of December and will go on to receive further training in a hospital setting. We wish her well.

As our two lady GP Registrars leave we will welcome two new lady GP Registrars at the beginning of December. Dr Van Trinh will be working with us full time and Dr Gesthimani Misirli who will work with us part time.

The next Patient Participation Group (PPG) meeting will be a Pre-Christmas get together on Thursday 11th December at 6.30 pm in the surgery waiting room.
The next full meeting will be on Thursday 12th February 2015 at 6.30 pm in the surgery waiting room.
All Welcome.

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.

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.

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.

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

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. At our Flu Clinic/ fundraising event and Macmillan Coffee Morning in October over £300 was raised. This money has been split between the Macmillan Cancer Charity and patient group funds.

The surgery would like to thank all the volunteers involved in making the event such a success.

If you have any good condition books to donate please bring them in to the surgery reception.

PPG Virtual Patient Group

If you would 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.

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.

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 August 2014 – 31st October 2014	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	321	67 hrs
GP Time lost	272	50.75 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.

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.

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.

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

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.

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)

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.

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):
17.12.14, 21.01.15, 18.02.15, 18.03.15.

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.

Community Support 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.

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 AND PLACE IN THE BOX PROVIDED ONCE COMPLETED.** 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 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

No suggestions were received at the time of the PPG Meeting.

Christmas Search



Angels	Fruitcake	Nativity	Snowman
Candy cane	Gifts	Noel	Star
Chestnuts	Glitter	Ornaments	Stocking
Children	Jesus	Peppermint	Tree
Cookies	Jingle	Reindeer	Wisemen
December	Joseph	Shepherds	
Decorate	Manger	Sleigh	
Frosty	Mary	Snow	