

Newbold Surgery Newsletter September 2015

Edition No 16



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

Due to the recent GP Practice Closure in Chesterfield we have experienced a sudden high influx of New Patient Registrations. As this was unplanned it had a serious knock on effect to our resources and available appointments. We are now monitoring this issue and managing it accordingly to ensure as little disruption to our services as possible. We would like to thank our patients for their understanding at this difficult time.

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.

The next Patient Participation Group (PPG) meetings will be on Thursday 17th September at 6.30 pm in the surgery waiting room. All Welcome.

Staff News

GP Registrar Amit Acharya, has now left the surgery to continue his training elsewhere. We wish him well.

At the beginning of August we welcome two new GP Registrars, Dr Aran Day; Dr Day worked with us last year and will be coming back to us for his final year of training. Dr Siva Anem will be also be joining us for four months, he is in his second year of training.

In September Dr Zahid Saeed will return to work with us for a few months.

We would also like to welcome a new member to our Admin Team, Aaron Hughes. Aaron joins us from Cresswell Surgery and we are very happy to have him as part of our team.

Dr R Barron Many of you will have noticed that Dr Barron is now able to drive again after being diagnosed with epilepsy in October 2013. He was however able to ride his bicycle to and from work and also do some of his visits. He was unable to drive for a total of 1yr 247 days and during this time cycled 3850 miles. Dr Barron would like to thank everyone for their support during this time and the offer of lifts that were generously made by some patients.

Staff/Surgery Achievements



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

Well Done Kerry, Lisa, Lynn and Alison!!

Congratulations to Terry and Tracey Bradley, members of our IT and Admin Staff who have completed the Race for Life and raised £250!!

Well Done Girls

And lastly, well done Claire Kirwan from our Admin Team. Claire came third in the Mum's race at Dunston Primary School.

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?

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



Electronic Prescribing Service (EPS)
A new way to get your medicines and appliances
Goes live 1st October 2015

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.

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.

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.

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.

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 staff are fully trained and know how difficult it can be to make changes to the habits of a lifetime, many of them will have made these changes themselves. All help provided is free including Wellbeing, Smoking Cessation and Weight Management. To self-refer go to www.dchs.nhs.uk/livelifebetterderbyshire

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

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 :-

August 2015	Number of Appointments wasted	Hours wasted in total
Nurse Time lost	95	41.5 hours
GP Time lost	77	

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>	9th September 14th October 11th November 9th December
<u>2016</u>	13th January 10th February 9th March

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.

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.

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)

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.

Suggested useful websites

(Please check that you are not allergic to any of the ingredients in these recipes. These are only suggested websites and the surgery cannot accept any responsibility for the information contained in them)

Basic Recipes

www.bbcgoodfood.com/recipes/collection/easy

www.countryliving.com/food-drinks/.../quick-easy-dinner-recipes/

Healthy Eating www.nhs.uk/livewell/healthy-eating

Health Tips www.nhs.uk/Livewell

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.

Surgery Toilets - Please help us to help you

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.

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.

Word Search—Wild Animals

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

Buffalo	Giraffe	Monkey
Chimpanzee	Gorilla	Parrot
Cougar	Hippopotamus	Porcupine
Crocodile	Hyena	Rhinoceros
Eagle	Leopard	Tiger
Elephant	Lion	Warhog
Gazelle	Mongoose	Zebra