

# February 2016 Newsletter



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DERBY ROAD HEALTH CENTRE

### Patient Survey

We wish to thank all patients who took part in the patient survey and took time to give us feedback on our performance as your care providers.

We are pleased to report that we received a lot of positive feedback from patients and are glad that we are getting so many things right.

We continually strive to improve and really appreciate all your comments whether positive or negative.

For a more detailed view of the survey results, please visit our website at:

[www.drhc.org.uk/surveyresults](http://www.drhc.org.uk/surveyresults)



#### NIKKI WOOD NEW PRACTICE MANAGER

**We welcome Nikki Wood to manage the teams both here at DRHC and Grange Farm Medical Centre in Bilborough and we wish her well in her new post. We are sure that Nikki will be a great team leader and supporter of all the staff and GPs.**



## NEW NURSE AND AT DRHC

# WELCOME



We welcome Helen Cooper who started in January as our new practice nurse. Helen will support our existing nursing and HCA team and provide much needed additional appointments for patients.



### **Physio First**

Have you been suffering from muscular skeletal pain? e.g. back pain, knee or shoulder pain, etc and think an assessment by the physio at our **Physio First** clinic would help?

Did you know you can book this appointment directly with reception? Talk to reception today!

## WELL BABY CLINIC

**Wednesdays, 9.30am—11am**



This is a drop-in clinic provided by the Health Visitors and offers support and advice for mothers and fathers.

The clinic is for babies and toddlers under five years. You can also get baby immunisations and health checks.

Have your baby weighed regularly and talk to the health visitors about any worries or concerns that you may have.



### **NAMED GP**

*You may have been or will soon be informed by the surgery who your named GP is at the practice. We would like to reassure patients that this will not affect how you book an appointment and it is your choice which GP you see. We have to inform patients of their named GP as this is a requirement by NHS England.*

## Become a 'Virtual Patient Group Member'

### Time Constraints but want to Have Your Say?

We are looking to develop a "Virtual Group" to enable patients to give their views and have their say, even if they cannot attend meetings but would like to be involved.

This 'virtual group' would be contacted via email, post or telephone and asked to give their opinions or views on issues which have been discussed at the PPG meetings.



Any contribution from the 'virtual group' would be kept confidential and completely anonymous.

If you would like to join the 'virtual group' please contact Anna Benner on her direct dial 0115 973 8827 or email: [ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net), alternatively leave your contact details with reception.

## DRHC Patient Group seek New Members

### NEXT MEETING

**Monday, 7th March 2016 at 2pm**

*Are you interested in joining our patient group here at DRHC?*

*The group meet informally 2 to 3 times per year and are always looking for new members.*

*We are always looking at ways to improve patient services and the patient experience and welcome the involvement of patients.*

*You do not have to attend meetings, we also welcome virtual members! If you are interested or want to know more, please give your details to reception.*



## Advanced Care Practitioner

Our *Advanced Care Practitioners* provide access to same day urgent appointments and daily telephone triage to discuss your problems and book appointments with the most appropriate clinician. Our ACPs can also prescribe medication and making referrals if necessary.



# ABC Health Check



If you have been diagnosed with a serious health condition such as high blood pressure, COPD, Diabetes, Heart Disease, Asthma and other serious conditions, please ensure that you have your **Annual Birthday Check**.

You will usually receive a letter in the month of your birthday inviting you to make an appointment with the Health Care Assistant and will then be seen one to two weeks later for your results



We will give you a comprehensive review of your condition and medications. Most people will need to have a urine test, blood pressure check and a blood test.



## Extension Complete

We are happy to inform patients that the new extension was completed just before Christmas and that we now have three new operational clinical rooms, one of which is the new Minor Surgery room.



**DERBY ROAD  
HEALTH CENTRE**  
336 Derby Road, Lenton  
Nottingham NG7 2DW  
Tel: 0115 965 001



[www.drhc.org.uk](http://www.drhc.org.uk)  
[ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net)

### *News Flash!*

DRHC is now a  
**'SMOKE FREE SITE'**  
Including  
the car  
parking  
area.

