

# **NEWBOLD SURGERY NEWSLETTER**

## **JANUARY 2011**

ISSUE 1

**Welcome to the first edition of the Newbold Surgery Newsletter  
which will be issued quarterly.**

**The Newsletter will provide relevant information throughout the year  
for all our patients.**

### **Staff News**

We would like to firstly welcome to the Practice our new Practice Manager Mrs Heather Leigh. Heather commenced her employment here at Newbold Surgery in October 2010. She has worked in the NHS for a number of years firstly in a hospital environment and then moving into General Practice some 19 years ago. She has been a long standing Practice Manager in both the Sheffield and Derbyshire areas but also worked within the Primary Care Trust as a Locality Manager.

Heather says "I enjoy the role of Practice Manager as it is quite tough, very challenging but extremely rewarding. The skills needed are varied and diverse including strategic planning, finance and accounting, personnel, contracting, commissioning, service management, IT, public health administration, legislation, demand manager and estates manager to name but a few, the list is not exhaustive and will depend on the size of the Practice".

Newbold Surgery has for the last few years been a Training Practice where by GP Registrars are required to complete 20 months of training with in a General Practice setting over a 3 year period. The rest of this time is spent working within a hospital setting. We would like to welcome our new GP Registrars, Dr Terry Hudson, started with us at the beginning of December '10 and will be working and training at our Practice for the next four months and Dr Anurag Goswami who joined us at the beginning of January '11 and will remain with us for five months.

As part of Registrar training some consultations are occasionally recorded. When this occurs consent is obtained on an individual basis with each patient. The consultation once recorded will only be seen by the Registrar and his/her GP Trainer and will be kept as highly confidential. If you do not wish for your consultation to be recorded please inform the reception staff. You are under no obligation whatsoever to participate.

The GP Trainers based at our Practice are Dr M A Bradley, Dr R D Barron and Dr S K Barron.

Also joining the Surgery Team are Practice Treatment Room Nurse Dawn Reynolds and Trainee Practice Treatment Room Nurse Cathy Measures. Dawn joined the team at the end of December '10 and will specialise in minor dressings, vaccines, blood pressure, ear syringing and well woman clinics etc. Cathy also joined the team in December to gain experience whilst training to be a Treatment Room Nurse. She will be shadowing our qualified Practice Nurses during their working days, observing and assisting in clinic.

We welcome all our new staff to the surgery and look forward to working with them.

### **Snow**

A big thank you goes to all the staff and attached staff who have endeavoured to get through the snow to keep the surgery running. Our GPs, District Nurses and Midwife have managed to get to urgent home visits on foot and we know this has been much appreciated by the patients they have been attending. Thanks also goes to Mr Alex Leigh for clearing a pathway into surgery and to the community spirited local farmer who cleared the car park completely with his digger.

### **Prescriptions**

Prescriptions can now be ordered by email as well as in person at the surgery. Please send prescription requests by email to [prescription.newboldsurgery@nhs.net](mailto:prescription.newboldsurgery@nhs.net). Please allow 48 hours before collection. Local chemists will also collect and dispense your prescriptions. Please contact your local chemist direct for further information.

### **Appointments**

**Did you know you can book some appointments up to four weeks in advance and phlebotomy appointments up to six weeks in advance?**

A range of accessible 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 people on that 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.

**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.**

### **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.

### **A Message from the District Nursing Team**

If you need to contact a District Nurse directly please telephone 01246 / 237717 – please be aware the District Nursing Team Office is only manned at certain times throughout the day. Please ring at 8.30 am, 1.00 pm or 4.00 pm. The District Nurses are out of the office during the other times of the day visiting patients. If you need to telephone at any other time an answering services is available for you to leave a message.

### **Minor Dressings**

Our New Practice Treatment Room Nurse Dawn Reynolds is now able to deal with minor dressings therefore any minor dressings need to be booked with Nurse Reynolds rather than with the District Nursing Team. If you unsure when booking your appointment please ask the receptionist.

### **A Message from the Health Visiting Team**

Childhood Immunisations are now carried out by the Practice Nurse and not the Health Visitor.

If you need to contact a Health Visitor directly please telephone 01246 / 209756 – The Health Visitors Office is only manned at certain times throughout the day, at all other times the Health Visitors will be out of the office on Home Visits. The best time to contact a Health Visitor is between 9 am and 10 am or between 3.30 pm and 5.00 pm. If you need to telephone at any other time an answering services is available for you to leave a message.

### **Pregnant Ladies**

Please Note the Health in Pregnancy Grant has now been stopped by the Government and you are no longer able to claim this.

All pregnant ladies are being encouraged to have the flu vaccination please make an appointment or discuss this with your midwife.

### **Citizen's Advice**

All our patients can now have access to our in-house Citizen's Advice Counsellor, David Glossop. He is available by appointment on Thursday afternoons to discuss benefits, debt counselling, consumer issues, housing, employment or any other issues. Please book at Surgery Reception.

### **Car Parking**

As many of you are aware our car park and the road outside the surgery can sometimes be rather busy as the Practice deals with such a large volume of patients. The car park over the road at The Littlemoor Shopping Centre is always available for use when visiting the surgery if our own car park is full. This will also help to ease congestion around the surgery entrance/exit.



### **Christmas Card Charity Donation**

Every year Newbold Surgery Staff donate the money they would have spent on Christmas Cards to charity. This years charity receiving our donation of £106 is The Derbyshire, Leicestershire & Rutland Air Ambulance.



### **Christmas Gifts for the Surgery**

This year the surgery has received some wonderful Christmas Gifts including, biscuits, chocolates and wine. We are always extremely grateful to patients who send Christmas Gifts to the surgery and would like to express our thanks to you. It is wonderful way to show your appreciation. Thank you.

### **Patient's Suggestions**

We always endeavour to improve the service to our patients and would appreciate any suggestions you may have.

Health advice  
24 hours a day

**NHS**  
Direct

**Dial 0845 4647**

Whenever you need health  
advice and information

**NHS**  
**choices**  
[www.nhs.uk](http://www.nhs.uk)

## **Flu / Swine Flu Advice**

**Flu** Seasonal flu (also known as influenza) is a highly infectious illness caused by a flu virus. The virus infects your lungs and upper airways, causing a sudden high temperature and general aches and pains. You could also lose your appetite, feel nauseous and have a dry cough. You may need to stay in bed until your symptoms get better. Symptoms can last for up to a week.

The flu virus is spread in the small droplets of saliva coughed or sneezed into the air by an infected person. If you breathe in these droplets, you may become infected. Flu can also spread if someone with the virus touches common surfaces such as door handles with unwashed hands. Symptoms develop one to four days (two days on average) after being infected.

People with flu are usually infectious (can spread the virus) a day before symptoms start, and remain infectious for five or six days. Children and people with weaker immune systems (such as cancer patients) may remain infectious for slightly longer. Try to avoid all unnecessary contact with others during this infectious period. Your symptoms will usually peak after two to three days. You should begin to feel much better within five to eight days.

A seasonal flu vaccine is available free if you are pregnant, over 65, have a serious medical condition or live in a residential home.

**Swine Flu** Swine flu is the common name given to a relatively new strain of influenza (flu). It is also referred to as H1N1 influenza (because it is the H1N1 strain of virus). The H1N1 flu virus will be one of the main viruses circulating this winter. Therefore, the H1N1 flu virus has been included in the 2010-11 seasonal flu vaccine.

It is recommended that people in high-risk groups\* (see list) be vaccinated against H1N1 (swine flu). This includes *all* pregnant women, at any stage of pregnancy. This is because there is good evidence that all pregnant women are at increased risk from complications if they catch H1N1 flu. Until now, only pregnant women in high-risk groups were advised to take the seasonal flu vaccine

People with H1N1 flu typically have a fever or high temperature (over 38C or 100.4F) and may also have aching muscles, sore throat or a dry cough. The symptoms are very similar to other types of seasonal flu. Most people recover within a week, even without special treatment.

If you think you have H1N1 flu, contact your GP. They will decide the most appropriate action to take.

High Risk Groups\* – Some people are more at risk of complications if they catch flu. People are particularly vulnerable if they have: Chronic (long-term) Lung Disease, Chronic Heart Disease, Chronic Kidney Disease, Chronic Liver Disease, Chronic neurological Disease (neurological disorders include motor neurone disease, multiple sclerosis and Parkinson's disease), Immunosuppression (whether caused by disease or treatment), Diabetes Mellitus.

Also at risk are\* – Patients who have had drug treatment for asthma in the past three years, pregnant women and people aged 65 and over.

**To stop the virus spreading** The most important way to stop flu spreading is to have good respiratory and hand hygiene. This means sneezing into a tissue and quickly putting it in a bin. Wash your hands and work surfaces regularly and thoroughly to kill the virus.

**CATCH IT. BIN IT. KILL IT.**

Anyone who is concerned about flu symptoms should contact their GP, who will determine the most appropriate action to take.

### **Care and Support Useful Numbers**

Alzheimer's Society (Chesterfield) - 01246 223366

Carers Association - 01246 222373

Citizens Advice - 01246 209164

Complaints Ombudsman - Parliamentary and Health Service Ombudsman - 0345 015 4033

Emergency Contraception Service - Newbold Surgery 01246 277381  
Sexual Health Clinic, Wheatbridge – 01246 235792

PALS - Patient Advice and Liaison Service - 01246 514067

Samaritans - 01246 270000

Social Services (Chesterfield) – 08456 058058

### **Hospitals**

Chesterfield & North Derbyshire Royal Hospital – 01246 277271

Northern General Hospital – 01142 434343

Royal Hallamshire Hospital – 01142 711900

Sheffield Children's Hospital – 01142 717000

Walton Hospital – 01246 515151

Weston Park Hospital – 0114 226 5000

Health advice  
24 hours a day



**Dial 0845 4647**  
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**choices**  
[www.nhs.uk](http://www.nhs.uk)