



Newbold Surgery



Newsletter

April 2018 - Edition No 24

The newsletter is also available for
viewing and downloading

on our website at

www.newboldsurgery.co.uk

Our Mission Statement –

“Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect”

Staff News Happy Retirement to Jane Taylor one of our Receptionist and Administration Assistants who will be leaving the surgery at the end of April. Jane has worked at the surgery for 16 years and we all wish her well when she becomes a lady of leisure.

Our Receptionist and Administration Assistant Claire Kirwan will also be leaving the surgery mid April to take up a new job with Fairplay. Claire has worked at the surgery for the last 19 years and we all wish her well in her new job.

Our Health Care Assistant Julie Hague leaves us too in April. Julie originally worked as part of the Admin Team and then trained as a Health Care Assistant. Julie is off to work at Hasland Medical Practice and we would like to wish her well in her new position.

Also leaving the surgery is GP Registrar Dr Dami Ijasusi. Dami will leave us at the beginning of April to continue his GP training elsewhere but will return to us in 2019. All the best Dami until we see you next year.

Joining the Practice are two new lady GP Registrars, Drs Naomi Kaufman and Eniola Bajumo. Naomi and Eniola will be training with us for the next four months. We'd like to welcome them to the surgery and look forward to working with them.

Dr Martin Bradley – Pedal to Nordkapp



Having left the surgery in April 2017 Dr Bradley has been thoroughly enjoying his retirement. He has recently set off on a trans Europe cycle ride where he will cycle from the southern most point in Europe (Tarifa, Spain) to the northern most point (Nordkapp, Norway) supported by his wife Jackie. They will be living in their motorhome, Ivan during their travels leaving their daughter, Kathryn in charge at home in Chesterfield. If any patients would like to follow his travels Dr Bradley is writing a blog about his continuing journey which can be found at www.pedaltonordkapp.blogspot.co.uk



GOOD LUCK MARTIN SAFE JOURNEY



Building Works

We are extremely excited to announce the up and coming improvements and extension to the surgery building. The building works will commence within the next few weeks. Car parking is always difficult and with building supplies on site may be reduced further at certain times. We would like to take this opportunity to apologise in advance for the disruption this will cause. We think once finished you will all agree it was worth it.

Winter Pressure - Thank You To Our Patients

Due to winter pressures, bad weather & illness, Newbold Surgery was suffering extremely high demand for services & struggling to cope. We apologise if you tried to get an appointment recently but couldn't. We try our best dealing with essential care in these circumstances. Our patients showed understanding helping us through this busy, stressful time. Thank you for your patience, we really appreciate it.

Patient Participation Group

Date of the next meeting

The next scheduled meeting for the patient participation group is on:-

Thursday 17th May 2018

At 6.30 pm in the surgery waiting room.

All welcome

FOR THE LATEST PPG MINUTES OR THE MINUTES OF PREVIOUS MEETINGS PLEASE GO TO

www.newboldsurgery.co.uk

OR ASK FOR A PAPER COPY AT RECEPTION
THANK YOU

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

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.

A message from your Patient Participation Group

We have a continuing serious problem with people who do not attend their appointment and do not tell the surgery.

Sadly, there are patients who think that it is alright to do this. There are patients who ring early in the morning for a morning appointment, do not arrive and then ring later, demanding an afternoon one. There will always be circumstances where something urgent happens and cancelling an appointment is genuinely forgotten. We understand this may happen.

Several hours of Doctor and Nurse time are wasted each week, meaning that other patients could have used that time:-

March 2018

107 - Nurse appointments wasted

77 - Doctor appointments wasted

Totalling 41.5 hours of wasted clinic time

What can we do about this situation?

- Write your appointment where you will see it easily.
- If you have a relative who may forget, make a note of it yourself and remind them.
- Let the surgery know if you can't make it, and if you don't, make a polite phone call to let them know why.
- Don't ignore text message reminders. Cancel if you no longer need your appointment.

If you forget an appointment, did you really need it? It could have gone to someone who did.

If you know anyone who doesn't bother to cancel, please tell them about this message.

LET US ALL MAKE CANCELLING THE NORMAL THING TO DO, AND NOT DOING SO BE REGARDED AS INCONSIDERATE AND BE FROWNED UPON!

We complain when we cannot get an appointment, this is the main reason why. Some people do not consider that their actions will impact on others. The "Did Not Attend" numbers are on display in the waiting room. We would like to see them going down making happier patients who CAN get the appointment they need.

Sign up for On Line Services

"Save yourself some time"

On Line Services

Quick, Easy & Secure

Using your PC, Laptop, Tablet or Mobile Phone.



Sign up to GP online services and you'll be able to use the website or app to:

- Book or cancel appointments online with a GP.
- Order repeat prescriptions online.
- View parts of your GP record, including information about medication, allergies, vaccinations and previous illnesses.

The service is free and available to everyone who is registered with a GP

How can you start using GP online services?

Follow these steps to access GP online services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services. You will be asked to sign a disclaimer.
2. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

Have your prescription sent straight to the chemist - sign up today!! No Computer Needed

Newbold Surgery is changing to an Electronic Prescription Service (EPS). It will allow your GP to send your prescription electronically to the place you choose to get your medicines or appliances from.

How it works:- Order your prescription in the usual way, in person, by post or via online services. Then if you normally collect your repeat prescriptions from the surgery you will no longer have to visit us to pick up your paper prescription. Instead, your GP will send it via the surgery computer system to the pharmacy or appliance contractor of your choice. You can then pick your medication up straight from the pharmacy or arrange with them to have it delivered to your home. You will need to choose a place for your GP practice to electronically send your prescription to. This is called a nomination. Speak to any pharmacy or dispensing appliance contractor that offers EPS or ask at surgery reception. For more information go to www.hscic.gov.uk/epspatients

Pharmacy Prescription collections/EPS requests

If you have requested that a pharmacy collects your prescriptions or you have your prescription sent to a pharmacy by EPS then 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 or sent to 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.

Please Note:
Prescriptions can no longer be ordered by email



PRESCRIPTION COLLECTIONS
IMPORTANT INFORMATION



Please allow the full 48 hours for your prescriptions to be processed.

Surgery Collections - Prescriptions can only be collected from surgery **after 2pm**

Pharmacy Collections - If your prescription is electronically sent to a pharmacy please collect from the pharmacy **after 4pm**

We are unable to facilitate collections before these times as the administration process is still incomplete.

Thank you for your co-operation.

Appointments Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 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 now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

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 for medical 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.

Home Visits Please think carefully before requesting a home visit.

Appropriate Request:-

Bedbound, Terminally Ill, Would come to serious harm if moved.

Inappropriate Request:-

No transport or money, Children, young people and anyone who is mobile, Social reasons or for convenience, If other help is more appropriate (ie hospital/casualty)

Ear Syringing Newbold Surgery is currently unable to offer an ear wax removal service. The safest and simplest way to clear the wax is to put olive oil drops into the affected ear twice a day until the blockage has cleared. An information leaflet is available, explaining the correct technique, if required. Please note that it may take several weeks or even months to soften the wax enough for it to come out.

If this doesn't resolve the problem, you can either;

1. Arrange to have the wax removed at a private clinic.

Please note: you will be charged for this service.

2. See your GP for assessment, who may refer you to the hospital ENT department if appropriate. You may be put on a waiting list before a hospital appointment can be offered.

Cervical (Smear) Screening - Result Waiting Times

We would like to make our female patients aware of the increased waiting times for smear test results.

This is due to the high levels of demand on the service so far this year.

* All women attending for smear tests are advised that it may now take 4 to 6 weeks for their result letter to arrive and not 2 weeks as quoted in the invitation letter.

* These delays are due to workloads in the laboratories and does not mean there is a problem with your sample.

* Patients are advised to contact their sample taker regarding enquiries about their results and not the laboratory who will be unable to discuss results with patients.

Accessible Information Standards

YOUR INFORMATION YOUR WAY

Do you need us to provide information in a different format or any other communication?

If so please let us know and we are happy to try to accommodate your needs

Practice Learning (QUEST) 2018 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 1.00pm in the afternoon of the following dates for staff training (QUEST):

2018 – 11 th April	11 th July	10 Oct
9 th May	8 August	14 Nov
13 th June	12 Sept	12 Dec

If you require a doctor in an emergency from 1.00pm onwards, please telephone 277381– listen to the message, hold and your call will then be diverted to The Emergency Doctors Service. For all general and routine queries, please call back the next day.

Prescriptions will be available for collection from Dents Pharmacy next door to the surgery from 2.05pm onwards. These may be dispensed at the Pharmacy of your choice.

MIG What is MIG? MIG stands for Medical Interoperability Gateway and it is a computer system that enables the sharing of specified datasets of patient information between healthcare providers. Patient information via MIG cannot be accessed without consent from patients during their consultations. In an emergency situation if a patient was unable to consent but they are medically at risk if they do not receive treatment, the clinician will access records in order to treat the patient.

The consent model for MIG is based on implicit consent to share and explicit consent to view. Patients can opt out from sharing at any time.

The Records and Information Group (RIG) has issued a directive to all GP practises to share their records to ensure that they are fulfilling the duty of care to their patients.

Patients who previously opted out of Summary Care Record or eDSM will automatically be opted out of MIG.

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.

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.

Happy With Our Service? Please tell us what you think by visiting The NHS Choices Website and leave a rating and review. We would love to achieve a 5 star rating.

Complaints The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

Courtesy to Staff Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if there are concerns.

Let's show each other respect, we are here to help 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 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.

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.

ALL PATIENT INPUT IS GRATEFULLY RECEIVED.

PLEASE TAKE A FORM FROM THE WAITING AND RECEPTION AREA AND PLACE IN THE BOX PROVIDED ONCE COMPLETE. ALTERNATIVELY THE FORM IS AVAILABLE ON OUR WEBSITE AND CAN BE PRINTED OFF, COMPLETED AND RETURNED TO SURGERY.

Spring Word Scramble



This Spring Word Scramble features 10 Spring themed words. See if you can unscramble them to see what they are.

ccikh _ _ _ _ _
ihensuns _ _ _ _ _
umlalreb _ _ _ _ _
sbolsom _ _ _ _ _
lapir _ _ _ _ _
wetraeh _ _ _ _ _
ersate _ _ _ _ _
sgge _ _ _ _ _
gowhtr _ _ _ _ _
ibron _ _ _ _ _