

NEWBOLD SURGERY NEWSLETTER

APRIL 2011

ISSUE 2

**Welcome to the second 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

February 2011 saw the retirement of Dr Deirdre Birks, after almost 30 years as a GP. Her extreme competence and professionalism will be truly missed. Her understanding towards those who consulted her over the years being caring and thorough in all she did and always going that extra mile led to a hugely loyal and grateful list of patients.

I am sure you will agree, Dr Birks will be a hard act to follow. Her leaving Newbold Surgery will affect both staff and patients deeply and it just goes to show how fond we all are of her and how much she is valued, treasured and respected.

Dr Birks would like to express her thanks for all the wonderful gifts and kind wishes she has received on the run up to her retirement and would like to also thank Susan Jenkinson for the wonderful cake she baked for her retirement party. It was delicious!!!

Dr Birks we all send our very best wishes for a long and happy retirement.

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At the end of May we will be saying goodbye also to our dedicated team of Health Visitors, Judith, Lily and Cath due to reorganisation of the Health Visiting Service. As from the end of May Health Visitors will no longer be attached to a GP Surgery but instead will be working as four separate teams covering the Chesterfield area. Judith, Lily and Cath are extremely sad to be leaving us after many, many years of looking after all the families attached to Newbold Surgery and watching the babies born grow into adults and have families of their own. They have many fond memories to take with them and would like to thank you all for your support over the years.

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Newbold Surgery has for the last few years been a Training Practice where by GP Registrars are required to complete 20 months of training within 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 Registrar, Dr Imran Hasan, started with us at the beginning of April '11 and will be working and training at our Practice for the next four 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.

We welcome Dr Hasan to the surgery and look forward to working with him.

Dr Birks Patient's List

Due to her retirement anyone registered to Dr Birks will be reassigned and registered automatically by the Health Authority to another GP at Newbold Surgery. Please remember, 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,

Computer Problems

A huge thank you goes out to all patients who were affected by the computer problems we experienced in March. The computer system was out of action for 3 days, causing a back log of work which disrupted the issuing of prescriptions and the access to patient records including test results. Thanks also goes to our IT Team here at the surgery, Terry and Chesca, who worked extremely hard to get the system up and running again. Thank you all for your patience and understanding of the problem.

Fancy Drag Race (5 mile road race for men)

On Sunday 15 May 2011 Drs Barron, Bhatia, D'Souza, Goswami and Hudson and Austen Dilks our local Pharmacist at Dents Chemist will be taking part in the Fancy Drag Race Charity Run in aid of Ashgate Hospice. Anyone wishing to sponsor our GPs and Austen can do so at the surgery reception desk. Good luck Guys!!!!

Are you interested in trying something different and keeping fit at the same time

Why not try Volleyball !

Chesterfield Cobras Volleyball Club is looking for new team members. As the summer season approaches grass and "beach" volleyball will be starting soon and is a fun activity that all the family can get involved in and play. Chesterfield Cobras meet at The Queens Park Sports Centre in Chesterfield. Match nights – Monday 8.30 pm – 10.30 pm and Training Nights Wednesday 8.50 pm – 10.30 pm. For further information please visit their website www.chesterfieldcobras.co.uk or contact Kev Tann, Chairman and Head Coach by email chesterfieldcobrasvc@googlemail.com

Al-Anon Family Groups

Providing support to anyone whose life is, or has been, affected by someone else's drinking. Al-Anon believe alcoholism affects the whole family, not just the drinker. They are an international organisation with over 800 support groups in the UK and Ireland. Al-Anon is a fellowship of relatives and friends of alcoholics who share their experiences in order to solve their common problems.

Within South Yorkshire and North East Derbyshire they currently have nine meetings where families can find help and support, covering Barnsley, Rotherham, Doncaster, Sheffield and Chesterfield. Alateen (a part of Al-Anon) helps young people (over the age of 12 but under the age of 18) affected by someone's drinking. There are Alateen meetings in Sheffield. If you have any questions, or would be interested in attending a meeting please telephone 0207 403 0888 for details of local meetings. Or visit the website at www.al-anon.org.uk

Up to date patient contact details

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number (home and mobile).

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. Please allow 48 hours before collection. Local chemists will also collect and dispense your prescriptions. Please contact your local chemist direct for further information.

Suffering but not an emergency?

For NHS health advice 24 hours a day telephone NHS Direct on 0845 4647 or visit the NHS Choices Website for details regarding minor illnesses on www.nhs.uk

Appointments

Did you know you can book 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 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.

Appointment information

From 1.1.11 to 31.3.11 a total of 16,179 appointments were booked here at the surgery, of these 922 appointments were wasted by patients failing to attend and not cancelling their appointment.

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 are 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.

Bowel Screening

All patients between the ages of 60 to 74 are routinely invited for bowel screening. If you are over the age of 74 you will not be routinely invited but can make further enquires about screening by telephoning 0800 707 6060.

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 at reception.

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.

Access for GPs in an Emergency

We ask that all patients park to the right hand side of the surgery car park when entering (the same side as the chemist) as the GP parking area is to the left hand side and may need to be accessed in an emergency. Please also leave clear the area in front of the surgery door to allow for emergency vehicles. Thank you.

Patient's Suggestions/ Patient Group

We always endeavour to improve the service to our patients and would appreciate any suggestions you may have. The Surgery will be looking into starting a patient group in the near future, please look out for details on the notice board soon.

Health advice
24 hours a day

NHS
Direct

Dial 0845 4647

**Whenever you need health
advice and information**

NHS
choices
www.nhs.uk

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



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