

NEWBOLD SURGERY NEWSLETTER



March 2012



**Welcome to the fifth 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

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 Dr Annabel Stewart, GP Registrar who will be joining the Practice on 4th April and will work with us for four months.

Dr Ify Gbandi, GP Registrar has now left the Practice to start maternity leave and we send her and her family our best wishes at this exciting time.

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 have to say goodbye to one of our Practice Nurses Sister Maggie Gorman who will be leaving us in 8 weeks time. Maggie will be taking up a new post in Ashover and on behalf of all the staff and patients we wish her all the best in her new job.



Easter Closing



Good Friday 6th April
Surgery Closed

Saturday 7th , Sunday 8th April
Surgery Closed

Easter Monday 9th April
Surgery Closed

Tuesday 10th April
Surgery Open As Usual



Easter Prescription Ordering



All prescriptions received on Tuesday 3rd April
will be ready for collection after 2pm on Thursday 5th April.

Any prescriptions received on Wednesday 4th April
will not be ready for collection until Tuesday 10th April after 2pm

Any prescriptions received on Thursday 5th April
will not be ready for collection until Wednesday 11th April after 2pm

If you do happen to order your prescription too late and you need medication for over the Easter period please discuss this with the reception staff.

Thank you.

Patient Participation Group (PPG)

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

The Patient Participation Group has been meeting regularly once a month here at the surgery since November 2011. The Group is proving to be a great success.

A copy of the minutes of each meeting are available to our patients and can also be found on the surgery website www.newboldsurgery.co.uk

PPG Patient Survey – Appointments

Following an exercise at a recent PPG Meeting on “What the Practice does well” and What not so well” it was highlighted that it would be a good idea to get the opinion of other patients regarding the appointment system. Therefore the Patient Group undertook a patient survey in the waiting room over a period of a week related to the Surgery Appointment System. Patients were approached at random and asked questions set by the PPG relating to the system, ease of access, booking in advance and their overall thoughts. The PPG looked at the results which revealed that most patients were happy with the appointment system (See Pie Chart) and it was unanimously agreed, after a lengthy discussion, that the current system was not to be altered as the results of the survey did not warrant any changes

Up-grade of Surgery Waiting Room

One of the issues raised at the meetings and via the recent patient survey and Newsletter suggestion box (situated at Reception) is the need for a re-vamp of the waiting room. We are please to announce that over the next few weeks the waiting area will see a major overhaul including new seating, blinds, carpets, lighting, privacy screen, children’s play area and information and leaflet area. The Group also discussed the possibility of music, radio or TV in the waiting area but it was agreed that this was not necessary but perhaps a new visual and audible call system be looked in to.

We thank you for your patience during this upgrade which is to be funded through the Practice Maintenance Budget and fundraising.

Fundraising

Help us to help you and keep a look out for up and coming fundraising events from the PPG.

Surgery Logo

Work is now also being undertaken by the Patient Group to find a new Surgery Logo. Members of the Group will be approaching our local schools to involve them in a drawing competition to design a logo for us.

PPG Visit to “behind the scenes at the surgery”

Members of the group have been invited to spend time in surgery behind the scenes to give them an insight into how the surgery works. This will help in giving them greater knowledge to be able to make decisions on the Practice and patient’s behalf. Each member will sign a confidentiality disclaimer before their visit.

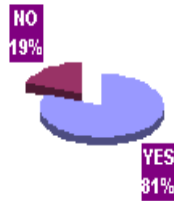
Don’t have time to attend the meeting

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? Then you may like to join our Virtual Patient Group and help us shape the future. Please log on to the Surgery Website www.newboldsurgery.co.uk to download a form.

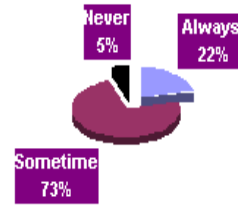
**The next PPG meeting will take place on Thursday 5th April 2012
At 6.30 pm in the surgery waiting room - All Welcome.**

PPG Patient Survey – Appointments (Results)

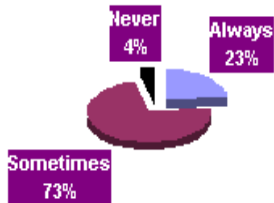
Q1 Are you happy with the current Appointment System?



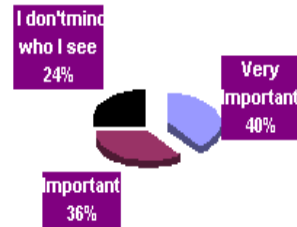
Q4 Can you get an appointment with the Doctor of your choice?



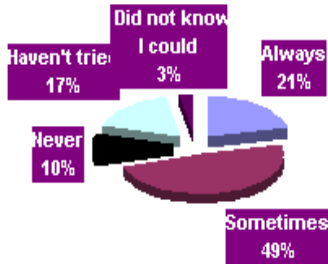
Q2 Are you able to get an appointment on the same day?



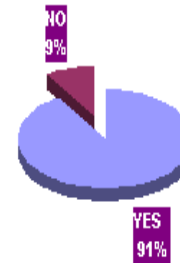
Q5 How important is it to you to see the same Doctor?



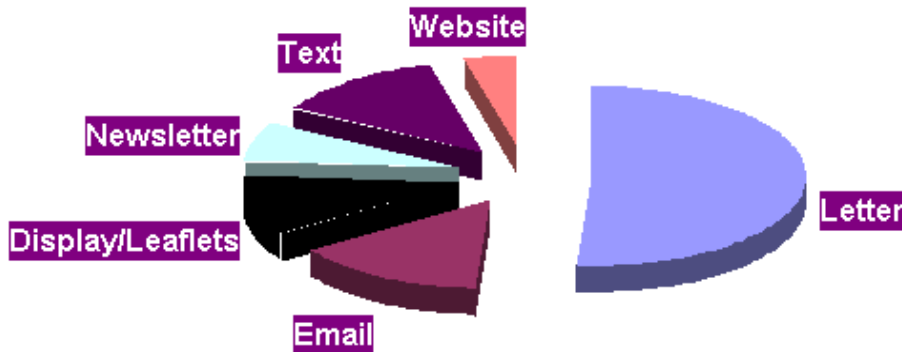
Q3 Are you able to get an appointment in advance



Q6 Are you happy with how the practice communicates with you?



Q7 How would you like the surgery to inform you of changes?



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,

Summary Care Record

Many of you will have already received a letter regarding the Summary Care Record

The NHS in England are changing the way they store and manage your health records.

Today, records are kept in all the places where you receive care. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down treatment and sometimes information can be hard to access.

By making more health records electronic, there will be quicker ways to get important information to NHS healthcare staff treating you, including in an emergency.

The Summary Care Record is an electronic record which will give 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 to be held on the Summary as standard will include any 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.

Patients are also able to opt out of sharing their medical information in this way but will need to complete an "opt-out" form. These are available from Reception. Anyone deciding to opt-out can change their mind at any time.

Medical Forms/Reports and Private Letter Charges

From 1st December 2011 all payments for medical forms, reports and private letters etc will be charged in advance. Forms, reports and private letters will not be completed until payment is received.

Please allow one week for completion from the date of payment.

Practice Website

The surgery now has a new Practice Website for further details please go to www.newboldsurgery.co.uk

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

Maureen Hepworth School Of Dance

Children's Ballet, Tap and Theatrecraft Lessons

Saturday Mornings 9.30 am – 11.00 am, Rose Hill Methodist Church, Next to the Town Hall.

If your child is between 3 and 5 years old and interested in learning to dance please pop in at 9.30 am and see if we are the school for you. We are friendly and easygoing and have been established for over 30 years. Reasonable lesson prices.

Yoga Classes

Stretch, tone, limber and strengthen your body. Improve your flexibility and overall fitness, reduce stress and relax.

Gentle Exercise Classes, Friday Mornings 10am – 11.30 am.

Hall On The Green, Ulverston Road, Newbold.

For further information telephone Helen (BWY Teacher) 01246 556476

Party in the Park 2012

In aid of Dronfield Town Mayor's Appeal and Ashgate Hospice.

Saturday 14th July 2012, Gates open 4pm – 11pm finish.

Cliffe Park, Callywhite Lane, Dronfield, S18 2XR

Tickets - £20.00 each available from Dronfield Town Council, Civic Centre. Ashgate by Design, The Forge, Dronfield or www.ashgatehospiceevents.co.uk and on 01246 567250

Featuring - Marty Wilde and the Wildcats, The Rubettes and Dave Berry and the Cruisers.

Picnic style concert, bring your own food and drink or try the additional catering and bar on site.

Ashgate Hospice Fundraising Events 2012

Fancy Drag Race – May 20th – 5 mile road race - Men only

Midnight Walk – June 23rd – Ladies only

For more information contact – www.ashgatehospice.org or tel 01246 567250

Or email emily.evans@ashgatehospice.nhs.uk

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.

Dents Pharmacy (next door to the Surgery)

Prescription Collection and Delivery Service – There are still available places to sign up for this service if you have trouble collecting your prescription. Please contact Dents Pharmacy directly for further information about this service on 01246 232546.

Free Medicine Use Review Service – Dents are now offering a specific service to improve patient's understanding of their medications, help identify any problematic side effects and propose solutions, improve patient compliance in taking their medicine and improve the clinical and cost effectiveness of medicines helping to reduce medicine wastage and encourage patients to only order the medicines they require.

The Service can also help patients who have difficulty taking their medicines out of their containers, or assist in any difficulties patients may have in fitting their doses within their normal daily activity.

For further information and advice on this service please contact Dents Pharmacy on 01246 232546.

Fundraising

Starlight Supper (via Smooth FM) - Austen, the pharmacist at Dents has been involved in fundraising for MacMillan Nursing. A total of £500 was raised on the night. Well done Austen and friends.

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

Call 111 Service This telephone number will replace NHS Direct which will be discontinued by April 2013.



This new service is being advertised as 'when it is less urgent than 999'. The Chesterfield area has been chosen to pilot the service which will be provided by Derbyshire Health United (DHU) who are the area's current 'out of hours' provider. Because they are locally based, DHU have very good links with and an understanding of primary care in this area. 111 will be available to any one living in the area that has a dialing code of 01246 or is picked up by a mobile telephone mast in that area. The number will be available 24hours, seven days a week 365 days a year and will be a free call.

Calls to the 111 number will be answered by call handlers who will follow a protocol dependent on the caller's answers and will act accordingly. For example, this maybe to dispatch an ambulance directly or sign post to another service or advise patients to call their own GP.

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.

Important Appointment information

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.



95% Of our patients attend their appointments and turn up on time or cancel if they are unable to attend.



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 please telephone 01246 / 277381 – 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 please leave a message with our admin team.

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.

Pneumococcal Campaign

Pneumococcal vaccination invitations will be going out to all eligible patients over the next few weeks. Please book your appointment on receiving your letter. The Pneumococcal Vaccination is a one off vaccination and normally only has to be given once not annually.

Childhood Immunisations

Childhood Immunisations are now carried out by the Practice Nurse and not the Health Visitor. Appointments are sent out from the surgery.

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.

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 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.

Things you may wish to include are community events or suggest items you would like to see in the newsletter. At the discretion of the Practice Manager we will certainly try to include these items for you.

Pregnant Ladies

All pregnant ladies are being encouraged to have the flu vaccination please make an appointment at reception.

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

Child Trust Fund – From January 2011 the Government proposed to stop issuing any new vouchers for this tax free savings/investment scheme which has been available to all children born since September 2002. Existing CTF Accounts will continue to operate just as they do now until your child reaches 18, the only difference being, if and when legislation is passed, your child won't be entitled to any further contributions from the Government.

Child Benefit – Once your baby arrives, if you are eligible, don't forget to apply for child benefit. There will be a form in the 'Bounty' pack the hospital gives you when your baby is born or you can download one to print at www.hmrc.gov.uk/childbenefit. You will need to send in your baby's birth certificate with the form. This cannot be applied for online or by phone. Child Benefit payments will only be back-dated three months after the Government gets your application.

Tax Credits – To see if you are eligible to claim please call the tax credit helpline on 0845 300 3900. Even if you think you earn too much it is still worth enquiring.

Blue Badge

The Surgery no longer offer services with help in applying for a Blue Badge.

For further information or to obtain an application form please telephone Derbyshire County Council (Matlock) on 08456 058 058.

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.

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

Health Visitor (previously based at Newbold Surgery) - 01246 261986

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

NHS
Direct

Dial 0845 4647

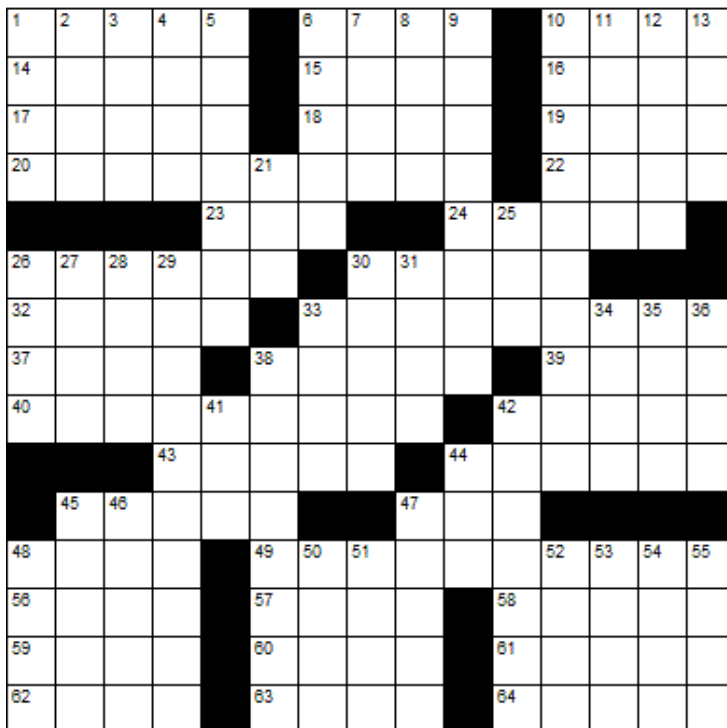
Whenever you need health
advice and information

NHS
choices
www.nhs.uk

**At the request of one of our patient's in our
Newsletter Suggestion Box
here is a crossword to have a go at.
Answers on next page.**

ACROSS

1. Volumes
6. Lantern
10. Annoyance
14. Set straight
15. Murres
16. Be worthy of
17. Feudal lord
18. 1/100th of a dollar
19. Wicked
20. Sanctify
22. Mobile phone
23. Caviar
24. Cut of beef
26. Pill
30. Monetary unit of Macedonia
32. Egg-shaped
33. A mathematical function
37. Harbor
38. Pertaining to the oceans
39. Chocolate cookie
40. Sugared
42. Honor fights
43. Instruments of torture
44. Artists' workstands
45. Barren
47. Not bottom
48. Fired a weapon
49. Widely circulated
56. A Maori club
57. Biblical garden
58. Oblivion
59. Affirm
60. Wings
61. Ancient Roman magistrate
62. A territorial unit of Greece
63. Lease
64. Discourage



DOWN

- | | | |
|-------------------------------|------------------------|------------------------------|
| 1. After-bath powder | 21. Small portable bed | 41. Black gunk |
| 2. Hodgepodge | 25. Paddle | 42. Mottled |
| 3. Bearing | 26. Spinning toys | 44. Dawn goddess |
| 4. Hens make them | 27. Affirm | 45. Trim |
| 5. Smiled | 28. Drill | 46. Clan emblem |
| contemptuously | 29. Written material | 47. Basic belief |
| 6. Ill-gotten gains | 30. Birds of peace | 48. WW1 plane |
| 7. District | 31. Quaint outburst | 50. Doing nothing |
| 8. Pepper ____ | 33. Lean | 51. University administrator |
| 9. Characteristic of a father | 34. Tall woody plant | 52. Go on horseback |
| 10. Perilous | 35. Satan's territory | 53. Send forth |
| 11. Roof overhangs | 36. Nonvascular plant | 54. Competent |
| 12. Supporting column | 38. Ties or cravats | 55. One who accomplishes |
| 13. Express in words | | |

