

www.newboldsurgery.co.uk

NEWBOLD SURGERY NEWSLETTER



July 2013



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

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

The next Patient Participation Group (PPG) meeting will take place on 5th September 2013 at 6.30 pm in the surgery waiting room. All Welcome.

Staff News

One of our District Nurses Bridget MacKay left us last week for pastures new, Bridget will continue to work out in the community and we know she will be greatly missed by all her district nursing colleagues and members of the surgery staff. We wish her well in her new job.

One of our current GP Registrars, Dr Terry Hudson will be leaving us at the end of July to take up a Partner position at a Doctors Practice in Sheffield. We have thoroughly enjoyed having Terry as part of our Team and wish him all the best in his new post.

Continuing to work with us will be GP Registrars Dr Imran Hasan and Dr Ral Gbandi they will be joined at the beginning of August by 3 more Registrars making 5 in total. Therefore during the next 4 months, as we are training practice, Drs Martin Bradley, Rob Barron and Steph Barron may be a little busier than usual and you may be asked to book your appointment with another GP if they are not available. We ask that you bear this in mind when booking and apologise for any inconvenience this may cause.

We look forward to working with our new members of staff.



Heat Wave – Be Prepared



Most of us welcome hot weather, but when it's too hot for too long there are health risks. If a heatwave hits this summer, make sure the hot weather doesn't harm you or anyone you know.

The very young, the elderly and the seriously ill are the groups who are particularly at risk of health problems when the weather is very hot. In particular, very hot weather can make heart and breathing problems worse. **The main risks posed by a heatwave are:** Dehydration (not having enough water), Overheating which can make symptoms worse for people who already have problems with their heart or breathing, Heat Exhaustion and Heatstroke.

Who is most at risk? A heatwave can affect anyone, but the most vulnerable people in extreme heat are:

- older people, especially those over 75
- babies and young children
- people with a serious chronic condition, especially heart or breathing problems
- people with mobility problems, for example people with Parkinson's disease or who have had a stroke
- people with serious mental health problems
- people on certain medications, including those that affect sweating and temperature control
- people who misuse alcohol or drugs
- people who are physically active, for example labourers or those doing sports

Tips for coping in hot weather The following advice applies to everybody when it comes to keeping cool and comfortable and reducing health risks:

- Shut windows and pull down the shades when it is hotter outside. If it's safe, open them for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and fruit juice. Avoid tea, coffee and alcohol.
- Stay tuned to the weather forecast on the radio or TV, or at the Met Office website.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, and a hat if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

If someone feels unwell, get them somewhere cool to rest. Give them plenty of fluids to drink. If symptoms such as breathlessness, chest pain, confusion, weakness, dizziness or cramps get worse or don't go away, seek medical help.

REMEMBER YOUR SUNSCREEN!!!!

Further helpful hints for sun safety and summer health can be found on the NHS Choices Website

SUFFERING BUT NOT AN EMERGENCY? VISIT THE NHS CHOICES WEBSITE

FOR DETAILS REGARDING MINOR ILLNESS ON www.nhs.uk



Race for Life – Cancer Research UK **SUNDAY 16th June**

Well done to our Practice Manager Rachael Carrington, Patient Services Manager Jane Hardy, Secretary Administrator Tracey Hutchinson and their friends and family who all took part to raise funds for Cancer Research UK.

GP Registrar Training

Newbold Surgery has been a Training Practice for several years now. 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.

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.

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 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

Fundraising The PPG are planning further fundraising at our annual "Hall on the Green/Sheena Wallace Dance Studio, Ulverston Road" flu clinic event. This will hopefully be taking place towards the end of September, the date to be finalised soon. As last year, the group will be providing refreshments and a cake and book stall on the day. Any contributions such as books, cakes, home made arts, crafts and soft toys can be left at the surgery reception beforehand or brought on the day. Offers of help on the day can be made to the PPG Secretary Sue Jenkinson on 01246 273185 or by email suejenkinson163@btinternet.com The PPG has already used much of the funds it has raised for the good of the patients at the surgery (eg waiting room clock, a contribution to the new defibrillator and wall plaque in memory of Dr David Elmore) and we would like to do more.

Don't have time to attend the PPG 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.

PPG Meeting Agenda Any relevant suggestions made by patients (ie via the Newsletter Suggestion Box on Reception) are passed to the PPG Secretary for discussion at the next meeting and will be reported on in our subsequent Newsletter.

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 only 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.

Care Quality Commission (CQC) GP Registration and Compliance 2012/2013
STAFF AND PATIENT INFORMATION

GP Practice Registration with the Care Quality Commission

The [Care Quality Commission](#) (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisations.

The CQC makes sure that essential standards of quality and safety are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor.

The CQC's aim is to make sure that better care is provided for everyone, whether in hospital, in care homes, in people's own homes or elsewhere.

From April 2013 the above regulation will extend to GP practices. This is why our practice is busy reviewing the various components of the service that we provide in order to ensure that we meet the essential standards identified by the CQC.

We feel confident that we currently achieve this, but we do not want to be complacent. This is why we are working with colleagues to ensure that, when we submit our registration documents later this year, we can be certain that we meet these standards. If we feel that we are not currently meeting a particular standard then we will put plans in place to achieve this in the future.

There are currently 16 essential standards which the CQC will be looking at. For information these are as follows : > *Respecting and involving people who use services* > *Consent to care and treatment* > *Care and welfare of people who use services* > *Meeting nutritional needs* > *Cooperating with other providers* > *Safeguarding people who use services from abuse* > *Cleanliness and infection control* > *Management of medicines* > *Safety and suitability of premises* > *Safety, availability and suitability of equipment* > *Requirements relating to workers* > *Staffing* > *Supporting workers* > *Assessing and monitoring the quality of service provision* > *Complaints* > *Records*

The CQC stresses that is very much a transitional phase for GP practices and recognises that this process, previously applied to much larger organisations, will require some bedding in.

If you would like to find out more please visit the CQC website at : <http://www.cqc.org.uk/>

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

Newbold Surgery GP is NHS Hero *The Chesterfield Post 5 July 2013*

A Chesterfield GP has been named an NHS Hero for her exceptional care by one of her patients.

Dr Ann Gedge, a partner in **Newbold Surgery**, was nominated for the prestigious national award by patient **Emma Duffy**, after the GP spent hours with Emma and her mother while the patient awaited admission to hospital.



(l-r) **Dr Ben Milton**, Chair of **NHS North Derbyshire Clinical Commissioning Group**, **GP Dr Ann Gedge** and **Emma Duffy**

Now, **Chesterfield** resident **Dr Gedge** has received a framed certificate from **Emma** and **Dr Ben Milton**, Chair of **NHS North Derbyshire Clinical Commissioning Group**, during a surprise presentation at the **Windermere Road** practice.

Dr Gedge was chosen for the award by a national panel of **NHS** judges that was impressed by Emma's nomination.

Emma wrote, "Earlier this year I arrived at my GP's feeling extremely ill. Throughout the difficult situation she offered support and reassurance to both me and my mum, staying with us for the hours leading up to the admission.

"Suffering with my illness, I often feel I'm treated as a timewaster, and misunderstood. My **GP** has never made me feel like this.

"Instead of judging me, she takes the time to listen. She's shown belief, motivated me to keep fighting and made me realise recovery is possible."

Dr Ben Milton, Chair of **NHS North Derbyshire Clinical Commissioning Group**, the organisation responsible for the healthcare of people in **North Derbyshire**, said, "**Dr Gedge** is among the thousands of unsung **NHS** heroes who go to extraordinary lengths every single day to provide exceptional care. **The NHS Heroes Awards 2013** are our opportunity to give these special individuals the recognition they deserve.

"She has given exceptional service to her patients and we're delighted that her care, compassion and commitment have been recognised at the highest level."

She joins an elite number of **NHS** staff to be recognised in the national awards scheme launched by former **Health Secretary Andrew Lansley**, to mark the outstanding achievements of the **NHS'** unsung heroes.

A **GP** since 1990, **Dr Gedge** has been a partner in the **Newbold Surgery** for 19 years. She was awarded a silver medal for outstanding performance while studying for her diploma in obstetrics and gynaecology and she is married, with two children.



New Surgery Logo

As you will all have noticed the surgery logo has now been cleaned after it was vandalised within a week of it going on display outside of the surgery. Hopefully it will remain that way.

Bicycle Rack

The Surgery now has a new bicycle rack installed to the right of the front door in front of the waiting room window following a suggestion in our Surgery Suggestion box. We are sure it will be put to good use.

Waiting Room

The surgery waiting room upgrade is now complete with the new carpet having been fitted and the new chairs installed.

Reception confidential area / disabled patients and wheelchair access

If you would like to talk to someone discretely on reception please use the lower level screened area to the left of reception as you enter through the surgery doors. This area provides a more confidential area in which to speak and also offers a lower level desk height for disabled patients and wheelchair users.

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.

**Please remember to order your prescription in plenty of time
if you are due to go on holiday over the summer months.**

If you would like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery please inform us of the pharmacy of your choice and we will arrange for your prescription to go to that particular pharmacy. You as the patient will then need to arrange collection from your pharmacy of choice or delivery from them.

This service is available from the following local pharmacies:-

Dents Chemist - Windermere Road
Taylors Pharmacy – Whittington Moor
Peak Pharmacy – Whittington Moor
Boots Chemist – New Square

MMR Campaign

Many of you will have seen on the news about the increasing spread of the measles virus. If your child is aged between 10 and 16 and has never had an MMR vaccine it is recommended that they are vaccinated as soon as possible. The surgery will run its own MMR Campaign in line with the Department of Health's Guidelines inviting anyone at risk to be vaccinated. It is important that babies/young children receive their routine MMR vaccinations at the correct time. If you need to book an appointment for your child please contact reception.

Pneumococcal Campaign

Pneumococcal vaccination invitations for patients with chronic disease will be going out 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.

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.

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.**

Travelling abroad?

If you are travelling abroad for a holiday or business, you may need vaccinations to protect you from travel related diseases. Our Practice Nurse will be happy to discuss your travel requirements and vaccinations with you.

**Please book an appointment with the Practice Nurse
ideally for four weeks before your planned trip.**

Unfortunately appointments booked for any less than this amount of time could mean we may not be able to accommodate all your requirements before you travel. If this is the case you may have to book with a private travel clinic (please ask at reception for details).

Text Reminders The surgery is considering sending reminders to patients via text message. If you **DO NOT** wish to receive text messages from the surgery please inform a member of staff .

Dents Pharmacy (next door to the Surgery)

Prescription Collection and Delivery Service –Trouble collecting your prescription?

Please contact Dents Pharmacy directly for further information about this service on 01246 232546. This service is also available from other local chemists, please ask at reception for details.

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.

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.

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.

Aortic Aneurysm Screening A new screening service for Aortic Aneurysms started in April for men aged 65 (older men can be screened on request). This service will cover the whole of Derbyshire and patients in the relevant category will be contacted automatically by the service in the year they turn 65. For more detailed information please see the programme website at <http://aaa.screening.nhs.uk>

Steps2Change Steps2Change is a free NHS service that provides a range of evidence based talking therapies for problems such as depression, anxiety, post-trauma, panic, phobia or Obsessive Compulsive Disorder (OCD). If you feel that you would like to access talking therapies and would like to self-refer please go to www.lpft.nhs.uk/steps2change to access a self-referral form or telephone them on 0303 123 4000 (local rate number)

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.

Be Clear On Cancer – www.nhs.uk/lungcancer

You need to see a doctor straight away if you have any of the following symptoms:

- A cough that has lasted for 3 weeks or more
- Coughing up blood
- Breathlessness
- Repeated chest infections

Of course in the vast majority of cases it won't be serious, but if there is something wrong, finding it early means it's more likely to be treatable, so tell your doctor.

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.

Blue Badge/Disabled Parking Patients are politely reminded that they are **not** to park in the disabled bays here at the surgery unless they can display a blue badge. Many of our patients need the extra space these bays provide for mobility problems and wheelchair access.

Pregnant Ladies

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.

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. Please do not park on the pavement opposite the surgery entrance/exit, parking tickets have been issued to some people. We also ask that you do not park in the disabled bays unless you are displaying a Blue Badge.

Access for GPs in an Emergency Please only 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 We always endeavor to improve the service to our patients and would appreciate any suggestions you may have.

We recently received a suggestion regarding blood test appointments and forgotten blood test forms – If circumstances allow we reprint the form and the appointment goes ahead as planned. It is only rarely that we are unable to print the form and the appointment has to be rearranged. We usually produce around 100 blood test forms per week and these would need to be kept on reception for anywhere up to six months therefore we do not feel this would not be feasible to keep all the forms filed at reception. **Please inform reception if you have forgotten your form before you go in to see the phlebotomist.**

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. At the discretion of the Practice Manager we will certainly try to include these items for you.

Word Trivia Quiz - Questions...

1. When you're capernoited, what are you?

- a. Slightly afraid
- b. Slightly drunk
- c. Slightly embarrassed
- d. Slightly out of tune

2. Cleromancy is divination involving what?

- a. Dice
- b. Glass
- c. Twigs
- d. Ink

3. What does a nuxodeltiologist prefer postcard scenes of?

- a. The road
- b. The trees
- c. The ocean
- d. The night

4. What do you have when you're sciapodous?

- a. Huge nose
- b. Huge chin
- c. Huge feet
- d. Huge ears

5. What are you full of when you're gambrinous?

- a. Beer
- b. Joy
- c. Chicken
- d. Sweat

6. Tropoclastics is actually the science of

- a. House keeping?
- b. Ancient writing?
- c. Breaking habits?
- d. Eavesdropping?

7. What do you most fear in hormephobia?

- a. Saliva
- b. Shock
- c. Static
- d. Silence

8. What does ponophobia mean?

- a. The fear of overheating
- b. The fear of oversleeping
- c. The fear of overthinking
- d. The fear of overworking

9. Iatrapistia is the lack of faith in what?

- a. The medical system
- b. The judicial system
- c. The educational system
- d. The legal system

10. Where is the dactylion?

- a. Thumb
- b. Forefinger
- c. Middle finger
- d. Ring finger

11. Presbycusis is the loss of what at old age?

- a. Smelling
- b. Hearing
- c. Tasting
- d. Feeling

12. An iconomicar writes about what?

- a. Illness
- b. Religion
- c. Farming
- d. Desserts

13. When you're a stagiary, what are you a student of?

- a. Medicine
- b. Law
- c. Geology
- d. Philosophy

14. What do you love eating as a pagophagiac?

- a. Fingernails
- b. Ash
- c. Pips
- d. Ice

15. What does napiform mean?

- a. Turnip-shaped
- b. Car-shaped
- c. Hinge-shaped
- d. Arch-shaped

16. What's another word for chirotonsor?

- a. A masseur
- b. A carpenter
- c. A barber
- d. A dentist

17. What's limerance the initial thrill of?

- a. Getting a job
- b. Falling in love
- c. Learning to write
- d. Buying a house

18. What is a wheeple?

- a. A poor attempt at whistling
- b. A poor attempt at listening
- c. A poor attempt at sneezing
- d. A poor attempt at hugging

19. What does psithurism describe the sound of?

- a. Flowing water
- b. Rustling leaves
- c. Keyboard typing
- d. Hammer nailing

20. A person who's a fysigunkus lacks what?

- a. Humor
- b. Wisdom
- c. Curiosity
- d. Temper

Word Trivia Quiz - Answers

1. b. Slightly drunk
2. a. Dice
3. d. The night
4. c. Huge feet
5. a. Beer
6. c. Breaking habits
7. b. Shock
8. d. The fear of overworking
9. a. The medical system
10. c. The middle finger
11. b. Hearing
12. c. Farming
13. b. Law
14. d. Ice
15. a. Turnip-shaped
16. c. A barber
17. b. Falling in love
18. a. A poor attempt at whistling
19. b. Rustling leaves
20. c. Curiosity