

[www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)

# NEWBOLD SURGERY NEWSLETTER



June 2012



**Welcome to the sixth 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.

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 three of our GP Registrars Dr Satish Artham, Dr Sree Nookala and Dr Annabel Stewart who will be leaving us at the end of July and will be replaced by four more GP Registrars as part of their ongoing training. We also said goodbye to Dr Ayesha Yazdani, GP Registrar who left us in May.

We would like to welcome to the Surgery our new Practice Nurse Alison Sorrill who comes to us from the Royal Hallamshire Hospital and will begin working with us on 2<sup>nd</sup> July 2012.

**The next Patient Participation Group (PPG) meeting will take place on  
Thursday 28<sup>th</sup> June 2012  
At 6.30 pm in the surgery waiting room - All Welcome.**

### **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](mailto: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](http://www.newboldsurgery.co.uk)**

**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) was the need for a re-vamp of the waiting room. As you will see this has started to take place and over the next few weeks should continue to take shape with new seating arriving soon, blinds, carpets, lighting, privacy screen, children's play area and information and leaflet area.

One of the major changes in the Waiting Area is our new screen/patient call system for which the PPG has had very favourable feedback about although a few people have commented otherwise. We had to change from the previous system which everyone found unsatisfactory. All systems now have to be Disability Discrimination Act compliant which means that they must be able to be seen or heard by all our patients, many of whom have visual or hearing impairment. That is why we must have a large screen which displays names and speaks them clearly. It is also an opportunity to display health information, as well as making conversations at the reception desk less audible and more confidential. Once all of the improvements to the waiting room are complete, we are sure that everyone will benefit from a much more pleasant place.

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

**Infection Control** Due to infection control we are limited to what children's toys, books and magazines we can provide in the waiting area. When attending surgery we ask that patient's bring their own books and magazines.

**Fundraising** The PPG agreed to raise funds for the surgery after agreeing that patients have a partnership with it, meaning that they should try to contribute a little to their healthcare instead of expecting the surgery to provide everything, and that by fund-raising and making a donation, patients can enable the surgery to buy things of better quality or extras which help towards patient care and a better experience. When finished, the waiting room is a good example of this. We all knew it was ready for renovation, a very expensive project, and hopefully we will be able to donate towards this.

Thanks go to Sue Jenkinson, Steph Slone and Peter Bestwick for organising, managing and running the book and cake stall on Monday 21<sup>st</sup> May 2012. The stall was very well received by both patients and staff and another stall will be held in the near future. Thank you to all who donated. Books for the next stall would be appreciated. Help us to help you and keep a look out for up and coming fundraising events from the PPG.

**Surgery Logo** The Patient Group is on a mission to find a new Surgery Logo. Members of the Group have approached two local schools to involve them in a drawing competition to design a logo for us, the winner will be announced in the next few months.

**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 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](http://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 next Newsletter.

### **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 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.

### **Medical Forms/Reports and Private Letter Charges**

From 1<sup>st</sup> 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](http://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 at Stand Road Park Monday & Wednesday evenings 6:30pm till late. For further information please visit their website [www.chesterfieldcobras.co.uk](http://www.chesterfieldcobras.co.uk) or contact Kev Tann, Chairman and Head Coach by email [chesterfieldcobrasvc@googlemail.com](mailto:chesterfieldcobrasvc@googlemail.com)

### **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 14<sup>th</sup> 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](http://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**

Well done to everyone who took part in the Ashgate Hospice fundraising events so far this year

For more information on future events contact – [www.ashgatehospice.org](http://www.ashgatehospice.org) or tel 01246 567250

Or email [emily.evans@ashgatehospice.nhs.uk](mailto: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](http://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](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.

### **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.

### **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](http://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.



### **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>

### **Be Clear On Cancer** – [www.nhs.uk/lungcancer](http://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.

**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** 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](http://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.

### **Chesterfield Time Bank**

Timebanking builds on people's strengths and recognises that everyone in a community has something to offer, including those often defined as disadvantaged or vulnerable. Timebanking is a way of linking local people who can then share their time and skills. Participants "deposit" their time by giving practical help and support to others and are able to "withdraw" their time when they need something done themselves. Everyone's time is valued equally, so one hour of time earns one time credit and an exchange takes place without the need for money. For more information on this scheme please telephone 01246/204418 or email [ctimebank@tiscali.co.uk](mailto:ctimebank@tiscali.co.uk)

### **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.

### **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



**At the request of one of our patients in our  
Newsletter Suggestion Box  
here is a Crossword to have a go at.**

**ACROSS**

1. A chemical compound
6. Quaint outburst
10. Hairdo
14. Pursue
15. Rational
16. Fourth sign of the zodiac
17. Not urban
18. Poop
19. Grotto
20. Unfit
22. Regrets
23. Soft drink
24. Sewing tool
26. Countercurrent
30. A small piece of cloth
31. Father
32. Debauchee
33. Stair
35. A seal
39. Detective (slang)
41. Framework of strips of wood

1	2	3	4	5		6	7	8	9		10	11	12	13
14						15					16			
17						18					19			
20					21						22			
				23					24	25				
26	27	28	29		30				31					
32					33			34		35		36	37	38
39				40				41	42					
43						44	45				46			
			47		48		49				50			
51	52	53					54			55				
56					57	58					59	60	61	62
63					64						65			
66					67						68			
69					70						71			

43. Give a speech
44. Resorts
46. Black, in poetry
47. N N N N
49. Donkey
50. Fender blemish
51. Scant
54. Render unconscious
56. Unrestrained revelry
57. Change
63. Attraction
64. Not sweet
65. Wild dog of Australia
66. Bright thought
67. Monster
68. Annoyed
69. Bambi was one
70. Require
71. Thorny flowers

**DOWN**

- |                       |                         |                               |
|-----------------------|-------------------------|-------------------------------|
| 1. Beige              | 13. Overweight          | 42. An ancient Assyrian city  |
| 2. Cold-shoulder      | 21. Body                | 45. Grazing land              |
| 3. Sailors            | 25. Where the sun rises | 48. Time of the year          |
| 4. Brother of Jacob   | 26. Therefore           | 51. Not fluid                 |
| 5. Museum piece       | 27. Gloomy              | 52. A very proper person      |
| 6. Intensifies        | 28. Russian parliament  | 53. Concur                    |
| 7. Trash              | 29. Days gone by        | 55. Point of greatest despair |
| 8. A Freudian stage   | 34. Very drunk          | 58. Balcony section           |
| 9. Rely               | 36. Scoff at            | 59. Novice                    |
| 10. Recognized        | 37. Computer symbol     | 60. Writing fluids            |
| 11. Hoax              | 38. Gave temporarily    | 61. Curved molding            |
| 12. "Bolero" composer | 40. Female chickens     | 62. Gestures of assent        |

**Answers overleaf . . .**

Crossword answers:-

D	E	E	R		N	E	E	D		R	O	S	E	S		
I	D	E	A		O	G	R	E		I	R	K	E	D		
L	U	R	E		S	O	U	R		D	I	N	G	O		
O	R	G	Y		A	L	T	E	R	A	T	I	O	N		
S	P	A	R	S	E		S	T	U	N						
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O	R	A	T	E		S	P	A	S		E	B	O	N		
G	U	M	S	H	O	E		L	A	T		I	C	E		
R	O	U	E		S	T	E	P		S	I	G	I	L		
E	D	D	Y		R	A	G		D	A	D					
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U	N	S	U	I	T	A	B	L	E		R	U	E	S		
R	U	R	A	L		C	R	A	P		C	A	V	E		
C	H	A	S	E		S	A	N	E		C	R	A	B		
E	S	T	E	R		E	G	A	D		A	F	R	O		