

Newbold Surgery



June 2019 - Edition No 27

The newsletter is also available for viewing
and downloading on our website at
www.newboldsurgery.co.uk

Our Mission Statement –

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

Patient Participation Group – Next Meeting

The next scheduled meetings for the patient participation group are on:-

Thursday 18th July & 19th September 2019

6.30pm in the surgery waiting room. **All welcome**
Please see our website for minutes of the meetings or ask for a paper copy at reception

Staff News

We would like to welcome to the Practice GP Registrar Dr Salman Karim who joined us back in February. We are already enjoying working with him.

Joining the surgery in June we welcome back Emma Porcas, GP Registrar. Who is joining us for the second time as part of her GP training. Welcome Emma.

We would also like to welcome to the Admin Team Chloe Lee who joined us at the end of May, and joining the Health Care Assistants Team, Jasmine Robinson. Welcome to you both.

We said goodbye to Andrea Greatorex in April who had worked at the surgery for the past 29 years and was one of our longest serving members in the Admin Team. Andrea will still be working within the NHS. Good Luck Andrea.

Also in April Jane Rodgers retired. Jane had worked as one of our Admin Team for 12 years and many of you knew her from the Reception Desk. Jane we are sure will enjoy putting her feet up.

Our lovely Practice Nurse Teresa Tongue is winding down towards retirement and left the surgery at the end of March. Teresa had worked here for 29 years but is continuing her Practice Nursing at Hasland Surgery.

And finally Jackie Murphy, our Health Care Assistant retired at the end of March after 11 years and she too, we are sure, is enjoying the rest.

**** THANK YOU **** The Partners and Staff at the surgery would like to express huge thanks to all our patients for their patience during the upheaval and disruption during the recent building works. We are now almost finished and back to normal. We look forward to welcoming Dents Chemist when they move into the surgery building (just off the waiting area) later in the year.

Chesterfield GP Hub

Evening and Weekend Appointments.

Chesterfield GP Practices have joined together to deliver extended appointment access for our patients. These appointments are available in the evening and at the weekend at:-

Avenue House Surgery,
109 Saltergate,
Chesterfield S40 1LE.

The clinics are available for all of the Chesterfield Surgeries to book into but each individual surgery in the area is allocated a set number of appointments each day to ensure it is fair. Patients are able to book for week-night appointments between 5pm and 8pm and weekend between 8am and 12pm. Appointments are available with GPs, Nurses Practitioners, Practice Nurses, Health Care Assistants, Phlebotomists and a Physician Associate. Please be aware though that this may be a member of staff from a different GP surgery – and not necessarily someone with whom you are familiar. This new service will **increase** the number of appointments available for you to book, and is **in addition** to the usual daytime service. Patients wanting usual daytime appointments are asked to book with their own GP surgery.

IMPORTANT NOTE FOR PATIENTS

REGARDING DATA AND RECORD SHARING

All Chesterfield Practices have signed a Sharing Agreement to allow secure access to your medical records through the GP Hub which can only be viewed at the time of your appointment. This is to ensure your records are kept up to date to allow clinicians a full picture of your health for example: any allergies or sensitivities to certain medications. In order to be able attend the evening and weekend appointment service you must agree to your record being shared with the medical staff you are booked with at Avenue House. You will be asked to consent to this at the time of booking your appointment.

Please book the GP Hub appointments through your registered GP Practice

Sign up for On Line Services

**Quick, Easy & Secure
Using your PC, Laptop,
Tablet or Mobile Phone.**



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

- Book or cancel appointments online with a GP.
- Book pre-bookable and same day appointments from midnight.
- Order repeat prescriptions online.
- View parts of your GP record, including information about medication, allergies, vaccinations and previous illnesses.
- Avoid the queue on the telephone.

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

How can you start using GP online services?

Follow these steps to access GP online services:

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

Appointments Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 weeks in advance. A range of appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance. Remember we also offer evening and week end appointments at Chesterfield GP Hub (see page 1) Our **online appointment booking system** is now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

Emergency Appointments Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

One problem per consultation If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

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

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

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.

Pharmacy Prescription collections/EPS requests

If you have requested that a pharmacy collects your prescriptions or you have your prescription sent to a pharmacy by EPS then this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected or sent to your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering/speaking to the doctor.

PRESCRIPTION COLLECTIONS



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

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

Pharmacy Collections - If your prescription is electronically sent to a pharmacy please collect from the pharmacy **after 4pm**. We are unable to facilitate collections before these times as the administration process is still incomplete.

Prescriptions can no longer be ordered by email Thank you for your co-operation.

Why does the receptionist need to ask what's wrong with me?

Newbold Surgery Receptionists have been asked by the GPs and other Health Professionals working at the surgery to collect brief information from the patient when they ring to book their appointments at the surgery. The receptionist is not being nosy and you are within your rights to withhold this information. The information is used to ascertain that you see the most appropriate health professional and received the most appropriate medical care.

It helps the doctor to prioritise their home visits and phone calls and helps to direct the patient to the correct clinician.

The reception staff, like other health professionals at the surgery are bound by strict confidentiality rules and all information given by you is treated as strictly confidential.



1 in 3 people across the world don't have somewhere safe to go to the toilet. Bad sanitation is one of the world's biggest killers: it hits women, children, old and sick people the hardest. Every minute, a child under the age of five dies because of dirty water and poor sanitation. Around half the people in the world have an illness caused by bad sanitation.

Newbold Surgery has 6 toilets within the premises. These six toilets have now been "twinning" with six toilets in other parts of the world as part of a programme to help encourage and educate some of the poorer areas of the world on good hygiene and sanitation.

To find out more please visit
www.toilettwinning.org

613 Doctor and Nurse appointments were not cancelled or patients did not attend from January to April 2019. This resulted in 153 hours of wasted clinic time.

THIS TIME COULD HAVE BEEN USED BY SOMEONE ELSE.

PLEASE REMEMBER TO CANCEL IF YOU NO LONGER NEED YOUR APPOINTMENT

Medication storage for the homeless

Medication storage and management is a huge problem for many homeless people who are at the risk of theft when they are at their most vulnerable. The surgery is in the process of developing a service whereby we provide safe lockage medication storage for people of no fixed abode which will allow them to keep their medications safe and secure here at the surgery. For further information regarding this service please enquire at reception.



MJog Messenger is designed as a health messaging app for patients and is used by thousands of GPs across the UK (including Newbold Surgery) to deliver health information, health advice and access to specialist online health services which have been recommended by your GP.

The app allows you to get automated reminder messages, including appointments, which give you a quick and easy way to cancel an appointment you no longer need. This helps to avoid wasting GP time, and helps the NHS to save money including the cost of SMS messages sent by your Practice.

You can download the The MJog Messenger App from the App Store or Google Play Store (depending on whether you have an Apple or Android phone). It is recommended to only install MJog Messenger when directed to do so by your Practice.

Why you should install MJog Messenger

- *It is free and makes responding to messages extremely quick and easy*
- *Get your health information direct (including results and reviews)*
- *Instant notifications let you know when a new message is received*
- *Saves you time and saves your Practice money*
- *Messages are sent securely and you can PIN protect access to MJog Messenger*

Once installed, there is a simple registration process to complete. For further information please go to www.mjog.com



COMMUNITY GARDEN & ALLOTMENT PROJECT

The surgery would like to become more involved with our local community and would like to suggest that the green space around the surgery building be used as a community allotment and garden. The allotment could be used by local people for local people. It has been suggested that any fresh produce grown could be 'sold' by means of an honesty box and the funds raised put back into the project.

If you are interested in taking part in this project or have ideas how the surgery can be more involved with the local community please contact us.

Patient Participation Group (PPG) Est Nov 2011

The PPG is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population. If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email suejenkinson163@btinternet.com

PPG Virtual Patient Group

If you don't have the time to come to our meetings you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.

Handi App Not sure what to do when your child is unwell? Get expert advice for common childhood illnesses by downloading the free Handi App. Help and advice 24 hours a day 7 days a week.



**Accessible Information Standards
YOUR INFORMATION YOUR WAY**

Do you need us to provide information in a different format or any other communication? If so please let us know, we are happy to try to accommodate your needs

Practice Learning (QUEST) 2019 Once a month there is an afternoon where ALL the staff at the practice are involved in Practice Learning Initiatives. These events usually take place on Wednesday afternoons.

Surgery will be closed from 1.00pm in the afternoon of the following dates for staff training (QUEST):

2019 - May 15	June 12	July 10
Aug 14	Sept 11	Oct 9
Nov 13	Dec 11	

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

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

Up to date patient contact details / text service

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address, daytime telephone number and mobile number otherwise you may be missing important messages and appointment information. If you do not wish to receive text messages from the surgery please inform a member of staff.

Are You A Carer?

Whether you care for someone for a few hours a week or for 24 hours a day caring can be complex and demanding, physically taxing and mentally draining. To keep going it is essential that carers look after their own health and well-being. If you are a carer, please let us know, we may be able to help you.

Courtesy between Staff & Patients

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

The Friends and Family Test

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering patient's feedback, so we can review our service on a monthly basis.

The test will be based on 2 simple questions and the feedback we receive will help us to learn more about what patient's think of their experience - what they like and what they think we could improve. Ultimately, patients will be helping us to make changes that will ensure we can offer the best possible care.

ALL PATIENT INPUT IS GRATEFULLY RECEIVED.

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

Spring Word Search

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

Find these words.

Spring	butterfly	bees
March	growing	bird
April	Easter	rain
May	flower	tree