



Patient Newsletter

Spring 2009

Dear Patients,

Welcome to the New Mills Spring Surgery Newsletter.

Over the past month some Patients attending the surgery have been asked to complete a GP Questionnaire. We then send the questionnaires away and the results are collated and fed back to us.

I would like to take this opportunity to address some of the points that have been raised by our users in this newsletter.

WAITING TIMES

I appreciate that not all GPs run to time and this can be for a variety of reasons, hence you then have to wait for your appointment perhaps longer than you feel necessary.

The Government stipulates that GPs must provide 10 minute appointments and we adhere to this. Unfortunately the GPs never know when they begin their surgeries what problems are going to present and how long it may take to deal with them.



Some patients may require longer than 10 minutes but perhaps when they booked the appointment they thought they would be quick.

I am sure everyone can appreciate that if somebody has a serious medical problem they will need extra care and attention from the GP and the extra time that is given to them. I certainly don't want patients

to feel rushed and not cared for, at a worrying time. I know this can be frustrating for patients who are waiting to be seen, but you can be assured that if ever you require the same care and attention it will be given to you, so I would ask for your patience.



APPOINTMENTS SYSTEM

Some patients raised points about our appointment system and some of you may have seen the changes that have been implemented since the 16 February 2009.

We can now offer more flexibility than ever and we are pleased to announce the following:

Pre-bookable Appointments

More than 48 hours in advance for people who work and are unable to get time off during normal surgery hours or in special circumstances.

Longer Opening Hours

The surgery is now open from 8.00am until 6.30 pm Monday/Tuesday/Thursday/Friday. On Wednesdays we are open from 7.00am until 8.00pm and can offer appointments with a Nurse or GP.

Patients can still book routine appointments 48 hours in advance or seek advice from the Triage Service.

We have tried to accommodate everybody and if you have problems getting an appointment to suit you

then you need to go through the Triage System and we will do our best to help. However if you need to cancel an appointment can you please try and let us know 24 hours in advance so we can offer the appointment to someone else.

A comment that I had one day from the Urgent Care Centre was that a patient had said they could not get an appointment at the practice.

This should never happen if you need to be seen URGENTLY then you will be given an appointment going through the Triage System.

Repeat Prescriptions

At Sett Valley for Patient Safety we do not take repeat prescriptions over the telephone and you cannot request repeat medication through Triage. You have the following options:

- ✔ You can drop your request slip into the practice, if you have lost your slip or it is something you have not had for a long while just jot down your name, address, the items you require, and a contact telephone number;
- ✔ You can request repeat items by going on-line to the EMIS website. (For instructions on how to do this and to obtain your passwords please contact Corrine Dale/Sandra Oldale on 01663 743483 option 4);
- ✔ You can send your request by post and if you enclose a stamped addressed envelope with your request we will return your prescription to you;
- ✔ You can fax your prescription to us on 01663 741524

There are also several Chemists in the locality who provide an ordering service for you, just contact the local Chemists for details (This includes Disley & Whaley Bridge) Once you have set this system up all you need to do is contact the Chemist two days before you need your medication and they will order it for you, collect your prescription and make it up. All you need do then is collect it from the Pharmacy.

There is a "contact us" section on the Sett Valley website but this is not for making appointments or ordering repeat prescriptions.

We have listened to our patients and readdressed some of the problems you have raised. However the changes won't suit everybody and all we can do as a practice is keep trying.

Yours faithfully

Angela

Angela Wales, Practice Manager

New Doctors

DR J BYE

Some of you may remember Dr Bye was at Sett Valley Medical as a GP Registrar last year. I am pleased to say that he has come back to join us on a permanent basis and will be working for us on a Wednesday.

Since Dr Bye was last here he has become a father and now has a beautiful baby girl.



DR M FLEMMING

Dr Flemming is a new GP Registrar, who will be working with Sett Valley until July 2009.

Information Sharing

The Department of Health is working towards sharing patient records.

They want patients to be able to access their own medical records and put you in the driving seat to manage your own health.

For example if a patient is admitted to Accident & Emergency with chest pain the patient will be able to access his/her medical records held at the practice and share results of any tests he/she may have had with the doctor in A & E.

Record sharing is a win-win situation which will not only benefit patients but it will also save money in the NHS in the long term.

How, you may ask? Evidence shows that Record Sharing improves relationships between clinicians and patients, safety accuracy of the record and efficiency.

The process is safe for both practices and patients. Patients will eventually be able to access their records with account login information.

FIRST STEPS IN THIS AREA

Access to Care Record

The Collaborative who consist of the 4 practices in the High Peak Area are working towards Sharing Patients Summary Care Records. If any patients from the four surgeries attend the Out of Hours Centre or are seen by one of the local Consultants in the Dermatology Clinic or Rheumatology Clinic eventually

you may be asked "Face to Face" for permission to view your Summary Care Records. Knowledge of previous medications or conditions may be pertinent to what you are attending for on that day.

Access cannot be gained without your permission and having this shared care approach will as we see it only benefit patients.

Urgent Care Centre

The Urgent care Centre was opened in October 2006. This was the first success of the Collaborative. Many of our local Nurse Practitioners work there and have contributed to a service that is highly valued by over 10,000 patients that have now attended.

However many local people still do not know about this wonderful facility that is open every weekday 6-10pm and every weekend and Bank Holiday 9am-10pm.

There is no need to go to A/E and wait for hours, instead patients can be seen quickly and efficiently in a local setting, by skilled nurses that have medical back up if required.

Dermatology Clinic

We are pleased to announce that the Dermatology Clinic that had been pulled from Sett Valley is going to be re-established commencing on March 26th thanks to the Collaborative. Consultant Dr Tim Kingston and GPSI Dr Richard Edwards will be running the clinic on a monthly basis.

Rheumatology Clinic

A locality based rheumatology Clinic has now also been established at Goyt Valley Medical Practice in Whaley Bridge. Patients who need to be seen by a Rheumatologist will be given a choice of Stepping Hill, Goyt Valley or any other of their preference. Dr Akil attends Goyt Valley on a Friday every fortnight.

eServices

For Patients who like to use the internet you can now order your Repeat Prescriptions online.



Patients who are interested in using this service must contact either Sandra or Corrine at the practice. Patients will be given their own I.D. and the EMIS ACCESS web address that will enable you to submit your prescription.

Patient Participation Group

If you would like to join the Patient Participation Group please contact the editor (Lynne Woodward on 01663 743523) with comments on the newsletter or suggestions regarding content and we will do our best to address the issues.



Peak Perfection

@ Sett Valley Medical Centre





Holistic Therapies



Our Holistic Therapist Jane is offering 30 minute TASTER SESSIONS for spring

Only £10.

This clinic offers:

-  Aromatherapy
-  Swedish Body Massage
-  Reiki
-  Reflexology
-  Indian Head Massage

(Come and relax and enjoy, for more information contact Corrine Dale on 743483 Option 5).

Surgery Opening Times

Please note that all clinics are by appointment only.

New Mills Surgery

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	7.00am – 8.00pm*
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.00pm

*Peak Perfection clinics 6.00-8.00pm

Hayfield Surgery

Monday – Friday
9.30-11.30am and 3.00-4.20pm

Hayfield Surgery telephone: 01663 744246.