

Sett Valley Medical Centre Newsletter

Issue 2—February 2014

Welcome to our first 2014 newsletter for patients. When you have read it please pass on to other Sett Valley patients who have not seen a copy.

Reminders

The Surgery now operates text reminders for appointments—please let reception have your mobile phone number so you can benefit from this service. We hope to reduce the number of patients who do not turn up for appointments which then means that appointment time is lost.

Car Parking at the surgery is a problem which we are looking into. Also we are looking at having a bike rack outside the surgery, and also a community bus to stop outside Sett Valley (talks in progress).

Surgery Closures

The Surgery will be closed for staff training on Wednesday afternoons — Feb. 19th, March 19th and April 9th.

Website

Our website can be accessed at settvalley.co.uk

Carers — please could we have your contact details to update our records.

Personnel — Retirement

Dr. Williams will be retiring in September. Is it that long since he was the “new, young doctor” at Hurst lea House? We thank him for his service to our community and wish him many happy years of an active retirement.

Adverts are out for two new salaried doctors (that is doctors who are not partners in the business) as one of our salaried doctors is considering emigration. Recruitment of suitable G.P's is currently a difficult process.

New Staff – Dr. Sally Evans will be our locum GP for February and Dr. Hugh Bilbey for March.

We welcome Emma Simmons as our Healthcare Assistant and Natalie Darnborough as relief Receptionist. Hazel Evans is our Pharmacist, patients been discharged from hospital with new drugs or amended drugs, Hazel is ensuring these are implemented.

NEW! - There is a hearing loop at the front desk and a portable loop system for use in any of the rooms. Please ask.

- Patient Questionnaire Screen Survey in the waiting room— please have a go with it.

Discussions are on-going about making a few appointments available for on-line booking. Any views? - use the Suggestions Box on the counter or email to settvalley.ppg@nhs.net

Apologies—The drainage problem at Hayfield Surgery has now been sorted. Apologies for any in-convenience over the Christmas period.

Patient Questionnaire — the results were discussed at the Patient Participation Group meeting in January and activities agreed.

Patient Participation Group —

This group meets 4 times a year with the Senior Partner (Dr. Douglas), the Practice Manager and any patients who choose to come. We discuss matters relating to our surgery and the NHS in general as there is now a structure for patient input up to the North Derbyshire boardroom. Our forthcoming meetings are at New Mills Volunteer Centre at 6pm on April 15th, July 15th and October 14th. Just turn up, please. For more information or to raise matters email settvalley.ppg@nhs.net or nicola.fryers@nhs.net

Changes and the NHS

We know only too well that our NHS has to change to meet extra demands without any extra money. Our Clinical Commissioning Group (CCG) controls the budget for our 38 GP practices and all their hospital admissions. Our board of directors is looking at different ways of working to improve patient care without increasing costs. Here are some of the initiatives:

Single Point of Access (SPA) — a team which can find the best place for a patient by working with GP's, nurses and other providers. So far in other parts of our county, the team have found placements for patients without using a highly expensive hospital bed. The SPA team is now offering intravenous therapy for certain infections, such as cellulitis and also the possibility of interim blood transfusion therapy.

The clinical staff have expanded their role recently, particularly in relation to Winter Pressures money, which are being used in schemes of avoidance of hospital re-admission, enabling early discharge from hospital and also bolstering the Community Matron role to have more active patient management in the community.

Polyclinics — patients with multiple long-term conditions can end up making many visits to the surgery for the different clinics and clinicians. Our team of doctors is trying to make this more patient friendly by bringing the different services into one clinic so patients may have to make less trips to the surgery. If you have an opinion or suggestion about this, please use the suggestion box on the surgery counter or email to settvalley.ppg@nhs.net

Electronic Prescriptions — For many years the different governments have promised an electronic prescription service—where the doctor doesn't give you a piece of paper, the prescription is sent via the internet to the pharmacist of your choice who might even then have your prescription ready for you when you get to the shop. All being well, this service is due in April this year. You will be given an opportunity to opt in for this service.

Federated Working — Our surgery has signed up to this which will allow the 38 practices in North Derbyshire to put in bids jointly when services are put up for tender as required towards the end of the year.