

## **Sett Valley Medical Centre Newsletter Issue 3—June 2014**

Goodbye to Dr Egan and Louise Knowles. We wish them both well. Dr Egan is emigrating to Canada to pursue his medical career. Louise will be working in High Lane Surgery as a Practice Nurse.

Welcome to Dr Mounna Gor, who joined us in June. Dr Gor will be working 3 days per week. Dr Emma Ward has also joined us on Thursdays, and will be working 3 days per week from September. Some of you may remember Dr Ward from her days here as a GP Registrar, around 8 years ago.

### **New Clinics**

Emma Simmons (Health Care Assistant ) is running a clinic at Hayfield Surgery (Tuesday mornings) and New Mills (Wednesdays and Fridays). Emma and Anne also provide a daily nail care service at New Mills (charge £14 for patients and non-patients).

Electronic Prescriptions (EPS) are now available at Sett Valley MC and Hayfield Surgery. This is a national scheme, which is working well for the patients. If you would like to be part of this service, you should complete a pharmacy nomination form, which you can obtain from the surgery or a pharmacy of your choice. Further details are available on the Sett Valley website ([settvalley.co.uk](http://settvalley.co.uk))

Text reminders – this is a service to remind patients of their appointment time at the surgery. This has been running for a few months now, mainly without problems, and has helped reduce the numbers of patients missing their appointments (DNAs). Apologies to any patients who may have received more than one text, due to technical problems from the clinical system provider. Please let us know if you change your mobile number and inform of us of your email address. This will be helpful for communication relating to various future matters.

From 01/06/2013-31/05/2014 Sett Valley website has had 40,013 number of visits, number of page impressions 86,682, visitor sources: 66% direct visits, 23% referred from another site, 11 % via a search engine.

We have installed a bike rack at Sett Valley medical Centre since the last Newsletter. Please feel free to use it. We would like to draw to your attention that the surgery car park carries the usual disclaimer that users do so at their own risk.

Triage has recently been reviewed, in line with the patient participation Group Report (March 2014). Please refer to our website. It has been modified and regulated with distinct pathways for results, medicines managements, sick notes etc, Triage is now time limited during the day to allow clinics to take place, which will ensure high quality care within the practice.

Federation—Sett Valley have now signed up to become part of a limited company to tender for any additional services commissioned by the North Derbyshire Clinical Commissioning Group (NDCCG).

The Patient Participation Group meets quarterly. The PPG Networking Group also meets quarterly and would welcome patients from all the High Peak Practices.

Patient participation Group forthcoming meetings are on July 15th and October 15th at The New Mills Volunteer centre at 6pm. Just turn up or for more information or to raise matters email [settvalley.ppg@nhs.net](mailto:settvalley.ppg@nhs.net) or [nicola.fryers@nhs.net](mailto:nicola.fryers@nhs.net)

The Patient Participation Group has joined the National Association for Patient Participation. (NAPP).

We have had a new carpet fitted in the foyer at New Mills.

We have installed a bigger notice board at Hayfield Surgery, in response to patients' requests.

We would like to thank all patients who have used the Hayfield surgery while filming of “The Village “ has taken place as we know how difficult it has been for patients to park, which has been an in-

convenience. You may wish to know that further filming will be taking place in the coming months and therefore please allow yourselves extra time for parking.

The PPG asked that we have a suggestion box for patients' comments. We have one in both surgeries. To date, we have received the following suggestions/comments, along with the actions taken:

### **You Said**

- 1) I suggest you play decent music instead of the appalling "Rap Music " (HF surgery)
- 2) Waiting too long to see doctor, 25 mins wait , are they on a go – slow ?
- 3) Consider a Bike rack outside the surgery
- 4) Doctors calling at a house should have the means to take a blood & urine sample. And the district nurses shouldn't take 6 days to check for pressure sores & 2 days to take a blood and urine sample from someone who is ill.
- 5) A weight watchers group at the surgery. WE NEED A PROPER SUPPORT GROUP
- 6) Doctors start on time (Hayfield Surgery )

## We Did

- 1) The cleaners had been in over the weekend and changed the channel we usually play Radio 2 - A message was left to alter station back to correct channel .
- 2) We try to inform patients when clinics/surgeries are running behind – due to emergencies , etc
- 3) Installed a bike rack 4/4/2014 for 5 bikes.
- 4) Spoke to a GP re Domiciliary visits – All GPs do Domiciliary Blood Tests when needed, but sometimes timing and complexity prevent this. Spoke to District Nurses regarding pressure sores. They are seen within 24 hours. A non-urgent blood test is acceptable to wait 2 days.
- 5) Weight Watchers Group - some CCG in UK pay for weight watchers but not our CCG – we have a health referral scheme, and what we do at the surgery is over and above that.
- 6) Doctors occasionally run late due to commuting between New Mills and Hayfield eg) taking urgent calls from consultants & emergencies.

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Dr Royle and Councillor Dowson have been working hard towards re-instating the public bus (389) to stop outside the surgery (Sett Valley Medical Centre). However, they have been unsuccessful, but many thanks to both for their efforts.