



## Sett Valley Medical Centre Newsletter Issue 7-December 2016

### **Sett Valley Medical Centre are Outstanding and have been awarded the highest grade by the Care Quality Commission (CQC)**

Goodbye and good wishes to Lorraine Smith (Community Matron) and welcome to her replacement Mrs Tina Wild who is an Advanced Nurse Practitioner who works at Sett Valley visiting patients in their homes with long term illnesses and treating patients in Goyt Valley House and Watford House Residential Nursing Homes. Welcome to Andrea Rimmer an Advanced Nurse Practitioner that will be joining the team from 3rd January 2017

The dementia mitts that have been knitted by our secretary Shirley and given to patients in nursing homes have been gratefully received. (Thank you Shirley)

Welcome to Dr S Whittaker who has joined the practice as a salaried doctor. Dr Lyndsey Morgan as GP registrar. Welcome also to Clare Garlick who will be working in reception. Dr Horsfall will be covering Monday Morning surgery at Hayfield from January due to Dr Ward going on Maternity Leave. Dr Williams will continue to work on a Thursday to help with winter pressures.

#### **New Clinics**

The pre-diabetes clinics are running well.

Anne Proud can now give Flu vaccinations and B12 injections if you would like to book in with her.

Jan McMillan has been running asthma clinics which patients have been getting letters to come in.

The Annual Flu clinic's went well thank you to all that attended at Sett Valley and the Old Bank. Thank you to the patient participation group who handed out questionnaire the feedback is available to read on the PPG board or the Sett Valley website

Patients who have limited access to walk are struggling with parking outside Hayfield Surgery; Beth Atkins is asking the council if there is availability for a nearest drop off point or disabled bay.

Text reminders are working well but we are still experiencing a high number of Did Not Attend appointments at the practice with the doctor or Nurse. We would welcome your comments of how these can be reduced, please contact a member of the PPG or leave your comment in the comment box available at the practices.

**Please may we ask you not to put comments on Facebook regarding the practice and contact us directly especially with negative comments.**

In August 2016 there have been 5,899 visitors to the Sett Valley website each visitor viewing 2.92 pages on an average.

We have 2 TV screens at the practices with health information, which also displays when you're being called into see the nurse or Doctor, you will also hear ring tone for those with impaired hearing. This has replaced the JX board where it shows when to go in for your appointment. We are looking into putting information regarding our Patient Participation Group. We have had the desk at Sett Valley lowered to make it easier for patients in wheelchairs. We have also had safety glass fitted on the desk.

Triage has recently been reviewed, by the practice and telephone triage has had to cease due to a nurse Practitioner leaving. Emergency appointments on the day are seen by an Advanced Nurse Practitioner or a Duty Doctor, pre-bookable appointments are available for you to book into either by ringing the practice or booking

your appointment on line or even ordering your prescription and viewing your medical records, please come into the surgery for a form that you need to complete if you wish to sign up to internet access.

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 is on 24th January 2017 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)

Macmillan Coffee Morning was a huge success at both practices which raised over £500.00 thank you to everybody.

Thank you for your continued support with the buying of books which raised monies for Blythe House Hospice

The PPG asks that we have a suggestion box at both surgeries if you would like to leave comments then they will be discussed at the next PPG meeting.

**The surgery will be closed over Christmas on Friday 23rd December 2016 18.30 pm and will re -open Wednesday 28th 8am Closed Friday 30th December re open Tuesday 3.1.2017**

The Derbyshire Health United will be open sat 24.12.2016, Sunday 25.12.2016, Monday 26.12.2016, Tuesday 27.12.2016, Saturday 31.12.2016-Monday 2.1.2017

A&E is extremely busy-remember to keep it for emergencies. Stepping Hill Hospital is extremely busy at the moment, with a very high number of patients presenting to the department. During these busy periods it is important for people to remember A&E is only for critical or life threatening conditions. Remember that you can get in touch with both local GPs and pharmacists for more minor illnesses, and that a well-stocked medicine cabinet should be kept for self- treatment

Please help us to use our services responsibly, particularly during these busy periods.

NHS North Derbyshire CCG

System Transformation Plan (STP)

NHS England has required plans for the future of healthcare to be drawn up by every area, as highlighted in the national news. Plans covering our area are being discussed with heavy emphasis on all services working more closely together to operate more efficiently for the benefit of patients. We have 2 representatives on the working group who are safeguarding the interests of SV, New Mills and High Peak. Its early days as yet no proposal's sufficiently worked up for consideration.

Michael Hunter Physiotherapist is still working privately from Hayfield Surgery on a Wednesday Evening and Saturday's. He specialises in Spinal problems, shoulder and sports injuries and neck related headache. You can contact him direct on 07935 925951 or email [mike@hayfieldphysio.com](mailto:mike@hayfieldphysio.com)



Merry Christmas from all at Sett Valley Medical Centre and The Old Bank Surgery