

SETT VALLEY MEDICAL CENTRE

Hyde Bank Road New Mills High Peak

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Tel: 01663 743483

Sett Valley Medical Centre Patient Newsletter

December 2023

Christmas and New Year Opening



The Practice will be closed on:

- Monday 25th December
- Tuesday 26th December
- Monday 1st January

If you require urgent medical assistance during this period please call 111, or 999 in an emergency. The Walk-in Centre will be open on the weekend and bank holidays 9am – 10:30pm.

If you take regular medication, please remember to submit your repeat prescription request in plenty of time. Any prescription requests received after midday on 19th December may not be available to collect until after Christmas. The Medicine Order Line will be extending the timeframe for patients to order medication from 7 days to 14 days over the festive period.

Mental Health Support



Whilst Christmas is a time for celebration for most, for some it can be difficult time, especially if you have lost a loved one.

If you are experience mental health issues such as distress, anxiety, or feeling that you cannot cope, the Derbyshire Mental Health Helpline and Support Service is a freephone service available to everyone living in Derbyshire 24 hours a day, 7 days a week.

Call **0800 028 0077** if you need support

You can still contact the Practice to arrange an appointment with a GP to discuss any mental health concerns you have.

Stay well in cold weather

You should heat your home to a temperature that is comfortable for you. Low indoor temperatures can have a serious impact on your health, especially if you have medical conditions or are older. Simple changes can help to keep you and your home warm.

These include:

- try to heat rooms you spend a lot of time in, such as the living room or bedroom, to at least 18°C
- try to reduce draughts; you can fit draft excluders around doors cheaply
- keep your bedroom windows closed at night
- wear several layers of thinner clothing; this could keep you warmer than one thicker layer

Visit uk/staywell for more helpful tips and advice.

Food Bank Donations



In collaboration with the Patient Participation Group, Sett Valley Medical Centre will be accepting donations for the local food bank to help those who need additional support. Donation bins will be available at both Sett Valley and Hayfield sites in reception if anyone is able to leave any donations. The Patient Participation Group will ensure that these are delivered to the local food bank for distribution.

Patient Participation Group



Do you have ideas on how you could support Sett Valley Medical Centre to develop the services we offer to our patients and promote health in the local community? If yes and you feel you could be a critical friend of Sett Valley Medical Centre then why not join our re-launched Patient Participation Group (PPG). More information on the role of PPGs is on the National Association for Patient Participation

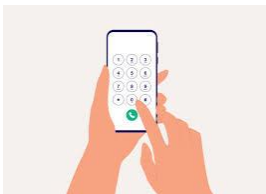
website <https://napp.org.uk/> If you are interested in becoming a member or would like more information, please register your details through our website or speak to a member of the reception team.

Phone calls taken by reception



During November the reception team took 6949 calls, and we would like to thank everyone for their patience and understanding during this busy period.

Contact details



Are your contact details up to date on our system? If not please complete the form on our website so that we can keep in touch with you.

The Practice is increasingly using text messages to contact patients in a bid to make communication quicker and more environmentally friendly. If you change your mobile number please let us know. If you would prefer not to receive text messages from the Practice please inform a member of the team so that we can opt you out of this service.

DNA numbers



In November 153 patients failed to keep their appointments. When patients do not attend appointments without giving sufficient notice the appointments are not available for other patients who may need to see or speak to a health professional. If you are unable to keep a booked appointment please let us know as soon as possible and with at least 4 hours' notice so that the appointments can be rebooked for other patients.

Research



Sett Valley Medical Centre is a research Practice, and we would like to thank all our patients who have consented to be involved in our current research projects which include Covid antibody blood tests and virology swabs for respiratory illnesses. This research helps to shape public health work in the local area by identifying the most prevalent respiratory viruses in circulation and through this we know that both Flu and Covid are still around in the local population.

Finally all the staff at Sett Valley Medical Centre would like to wish everyone a Merry Christmas and wish you all the best for the New Year.

