

# Newbold Surgery



August 2018 - Edition No 25

The newsletter is also available for  
viewing and downloading  
on our website at

[www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)

## **Our Mission Statement –**

“Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect”

## **Staff News**

Joining the surgery team in April we welcomed Melanie Lunn. Melanie will be working as part of the Admin/Reception Team coming to us from a nearby GP Practice along with a wealth of experience and knowledge. We'd all like to welcome Melanie to the Practice.

We would also like to welcome back Mandy Madin. Mandy worked with the Practice over 20 years ago as the surgery midwife so I'm sure many of you will remember her fondly. Mandy has now taken on the role of Health Care Assistant and we are very pleased to welcome her back.

Also, returning to us to complete their GP training are GP Registrars Dr Tom Sproson and Dr Marzena Whittaker. Dr Uzma Akhter and Dr Olatunji Olalere are GP Registrars who will be coming to us for the first time. We would like to welcome them all and look forward to working with them.

Leaving the Practice are GP Registrars, Dr Naomi Kaufman and Dr Eniola Bajomo. Naomi and Eniola will be continuing their GP training elsewhere and we wish them both good luck. We've loved working with them.

We also say goodbye to one of our Admin Assistants Julia Barnaby who has recently left us to join a GP practice in Baslow to work within their pharmacy. Good Luck Julia.



## **Race For Life**

Congratulations to Andrea Axe and Jane Stevens from our admin team who have both completed the Race for Life raising £190 between them. Well done ladies.



## **Dr Martin Bradley Pedal to Nordkapp**

He's done it!!! Congratulations Martin. Having cycled for 275 hours over 76 days for a total distance of 4144 miles and burning 146989 calories Dr Martin Bradley has

achieved what he set out to do to complete his trans Europe cycle ride from the southern most point in Europe (Tarifa, Spain) to the northern most point (Nordkapp, Norway) supported all the way by his wife Jackie. If any patients would like to read the complete blog of his travels this can be found at [www.pedaltionordkapp.blogspot.co.uk](http://www.pedaltionordkapp.blogspot.co.uk)

**Building Works** The building works have now commenced with the new consulting space taking shape situated behind the pharmacy building and the first floor extension coming on at the back of the building. During the works some of the consulting rooms will be unusable and so you may find that your GP, Nurse or usual consultation room has changed. Please ask at reception if you are unsure. The plans for the new build can be found on the notice board in the waiting room and on page 2 of this newsletter. It will include an integrated pharmacy, new waiting room and toilets, four new consulting rooms, six modernised consulting rooms, two new offices, an extended conference room and new staffroom. Unfortunately car parking has been considerably reduced with the building supplies on site and may be reduced further at certain times. Staff are trying their best to park elsewhere and car share to ensure the limited spaces we have are available for patients. We would like to apologise for any disruption but we hope once finished, you will agree it was worth it.

## **Patient Participation Group Date of the next meeting**

The next scheduled meeting for the patient participation group is on:-

**Thursday 20<sup>th</sup> September 2018**

At 6.30 pm in the surgery waiting room.

All welcome

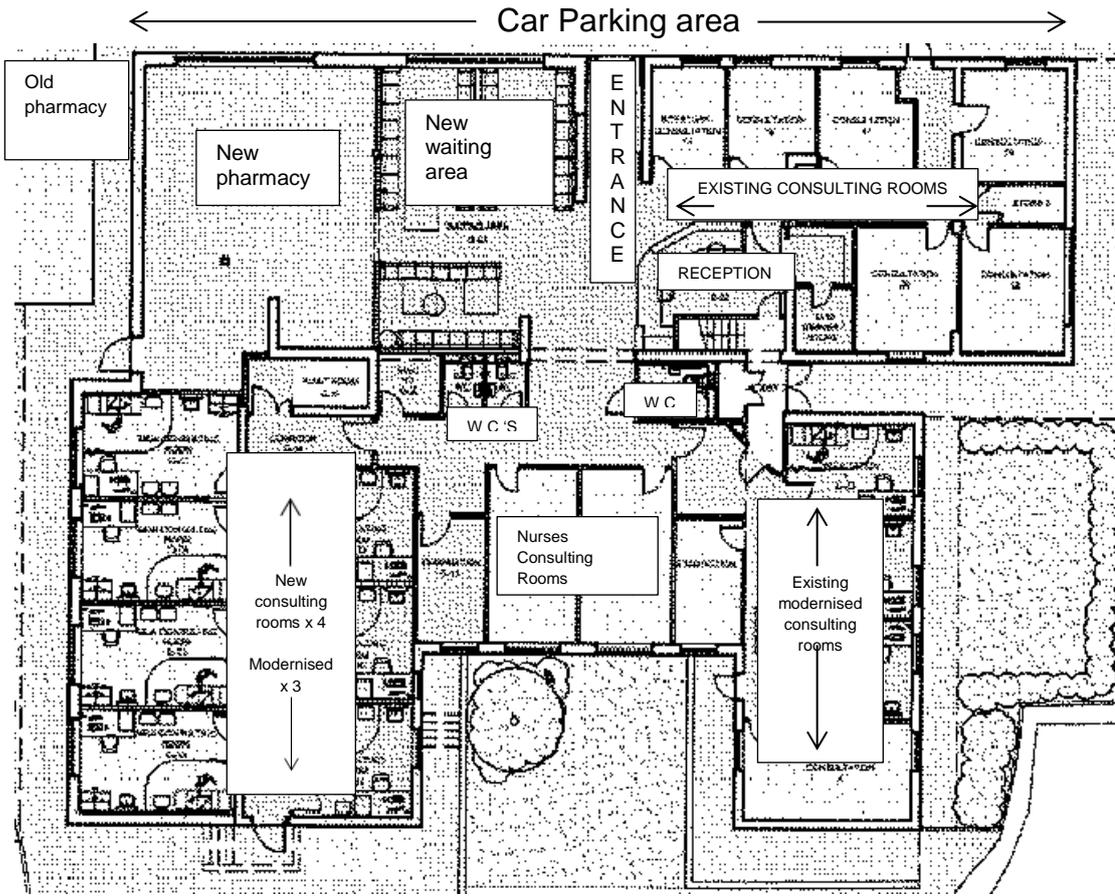
FOR THE LATEST PPG MINUTES OR THE  
MINUTES OF PREVIOUS MEETINGS  
PLEASE GO TO

[www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)

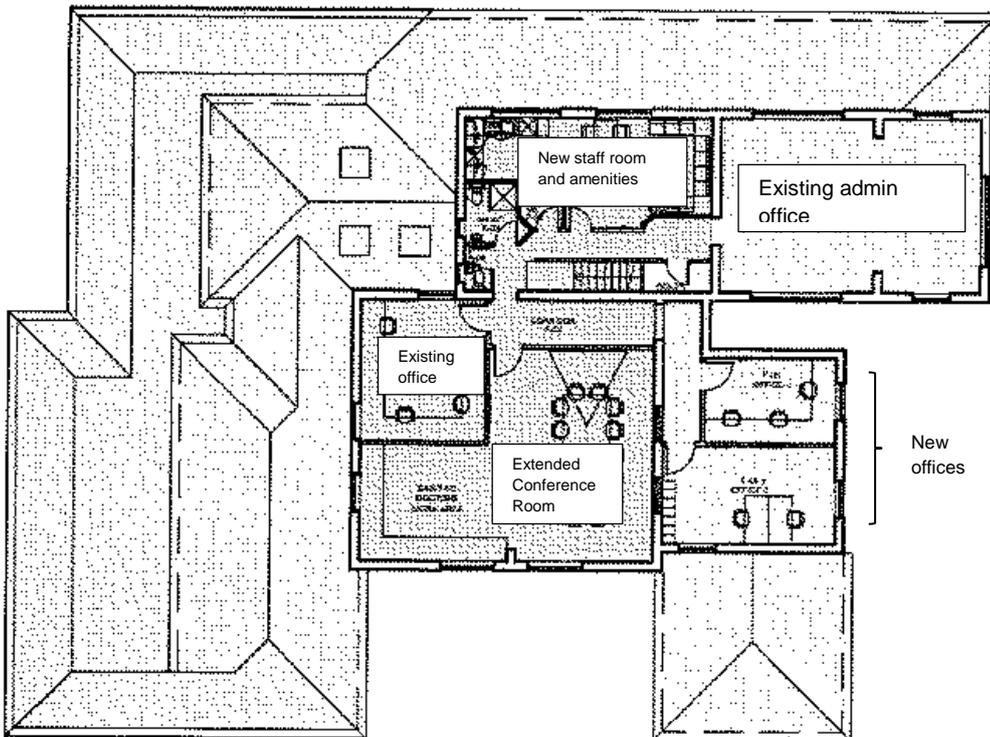
OR ASK FOR A PAPER COPY AT RECEPTION  
THANK YOU

**Newbold Surgery**  
**Proposed extension 2018**

**DOWNSTAIRS**



**UPSTAIRS**



## **Patient Participation Group (PPG) Est Nov 2011**

The Patient Participation Group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population.

If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email [suejenkinson163@btinternet.com](mailto:suejenkinson163@btinternet.com)

### **PPG Virtual Patient Group**

If you would you like to have your say about the services provided at Newbold Surgery but don't have the time to come to our meetings you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.

### **A message from the PPG**

We have a continuing serious problem with people who do not attend their appointment and do not tell the surgery. Several hours of Doctor and Nurse time are wasted each week, meaning that other patients could have used that time:-

#### **May to July 2018**

**The number of Doctor and Nurse appointments that were not cancelled or patients did not attend resulted in 133.5 hours of wasted clinic time**

**Let us all make cancelling the normal thing to do**



**Handi App** Not sure what to do when your child is unwell? Get expert advice for common childhood illnesses by downloading the free Handi App. Help and advice 24 hours a day 7 days a week.

**Appointments** Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 weeks in advance. A range of appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance. Our **online appointment booking system** is now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

### **See or speak to a Doctor of your choice**

Where possible all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor, however our GPs only have a limited number of appointments and telephone consultations each day. Please request your doctor of choice when booking your appointment, if they are not available you will be offered an appointment with another GP. If you would like to speak to a doctor over the telephone please contact the surgery before 11.45 am, if your doctor of choice is fully booked or not in that day you will be offered a telephone consultation with another GP. If you prefer you can request a telephone consultation with the GP of your choice when they are next in surgery.

**Emergency Appointments** Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

**One problem per consultation** If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

## **Sign up for On Line Services**

**Quick, Easy & Secure  
Using your PC, Laptop,  
Tablet or Mobile Phone.**



**Sign up to GP online services and you'll be able to use the website or app to:**

- Book or cancel appointments online with a GP.
- Order repeat prescriptions online.
- View parts of your GP record, including information about medication, allergies, vaccinations and previous illnesses.

**The service is free and available to everyone who is registered with a GP**

**How can you start using GP online services?**

Follow these steps to access GP online services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services. You will be asked to sign a disclaimer.
2. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

**Have your prescription sent straight to the chemist - sign up today!! No Computer Needed**

Newbold Surgery is changing to an Electronic Prescription Service (EPS). It will allow your GP to send your prescription electronically to the place you choose to get your medicines or appliances from.

**How it works:-** Order your prescription in the usual way, in person, by post or via online services. Then if you normally collect your repeat prescriptions from the surgery you will no longer have to visit us to pick up your paper prescription. Instead, your GP will send it via the surgery computer system to the pharmacy or appliance contractor of your choice. You can then pick your medication up straight from the pharmacy or arrange with them to have it delivered to your home. You will need to choose a place for your GP practice to electronically send your prescription to. This is called a nomination. Speak to any pharmacy or dispensing appliance contractor that offers EPS or ask at surgery reception. For more information go to [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients)

