

# Newbold Surgery



## Newsletter

December 2018 - Edition No 26

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 we welcomed Sally Mellor and Debra Wilkinson. Sally and Debra will be working as part of the Admin/Reception Team. We would like to welcome back Admin/Reception member George Silcock who previously worked here. We'd all like to welcome them to the Practice.

December saw a change in our GP registrars Dr Femi Odedele who joins our team for the first time. We look forward to working with him.

Leaving the practice is GP registrar Dr. Tunji. Olalere, he will be continuing his GP training elsewhere. We wish him luck for the future.

We also said goodbye to two of our team member's secretary Lisa Pickering who left us to join a GP practice in Chesterfield and receptionist Diane Pearson. Good luck Lisa and Diane.

### Building works

Work continues on the building which is currently running six weeks behind. We anticipate completion at the end of January. We would like to thank you for your continued cooperation and patience whilst we finish our renovations.

### Have you had your flu vaccine?

Appointments are still available for eligible patients please make an appointment as soon as possible.

### Patient Participation Group

#### Date of the next meeting

The PPG cancelled the last meeting due to the ongoing building work. Meetings will recommence in the new year, please see practice website and noticeboards for future dates.

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

### Christmas Opening Hours

Monday 24<sup>th</sup> December – Open as normal.  
Tuesday 25<sup>th</sup> December – CLOSED  
Wednesday 26<sup>th</sup> December – CLOSED  
Thursday 27<sup>th</sup> December – Open as normal.  
Friday 28<sup>th</sup> December – Open as normal.

### New Year Opening Hours

Monday 31<sup>st</sup> December – Open as normal.  
Tuesday 1<sup>st</sup> January – Closed.  
Wednesday 2<sup>nd</sup> January – Open as normal.



### Christmas and New Year Prescriptions

Please order your medication in plenty of time to cover you over the Christmas and New Year period.

Ordered on	Collect after 2pm on
20 <sup>th</sup> December	24 <sup>th</sup> December
21 <sup>st</sup> December	27 <sup>th</sup> December
24 <sup>th</sup> December	28 <sup>th</sup> December
27 <sup>th</sup> December	31 <sup>st</sup> December
28 <sup>th</sup> December	2 <sup>nd</sup> January
31 <sup>st</sup> December	3 <sup>rd</sup> January

# 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

## **Pharmacy Prescription collections/EPS requests**

If you have requested that a pharmacy collects your prescriptions or you have your prescription sent to a pharmacy by EPS then this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected or sent to your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering/speaking to the doctor. If you would like to sign up for EPS please see form attached on the back.

**Please Note: Prescriptions can no longer be ordered by email**

## **PRESCRIPTION COLLECTIONS**

**IMPORTANT INFORMATION**

**Please allow the full 48 hours for your prescriptions to be processed.**

**Surgery Collections** - Prescriptions can only be collected from surgery **after 2pm**

**Pharmacy Collections** - If your prescription is electronically sent to a pharmacy please collect from the pharmacy **after 4pm**

We are unable to facilitate collections before these times as the administration process is still incomplete. Thank you for your co-operation.

**Ear Syringing** Newbold Surgery is currently unable to offer a routine ear wax removal service. The safest and simplest way to clear the wax is to put olive oil drops into the affected ear twice a day until the blockage has cleared. An information leaflet is available, explaining the correct technique. Please note that it may take several weeks or even months to soften the wax enough for it to come out.

If this doesn't resolve the problem, you can either;

1. Arrange to have the wax removed at a private clinic.

**Please note: you will be charged for this service.**

2. See your GP for assessment, who may refer you if appropriate. You may be put on a waiting list before an appointment can be offered.

## **Accessible Information Standards**

### **YOUR INFORMATION YOUR WAY**

Do you need us to provide information in a different format or any other communication?

If so please let us know and we are happy to try to accommodate your needs

**Practice Learning (QUEST) 2018** Once each month there is usually an afternoon where **ALL** the staff at the practice are involved in Practice Learning Initiatives. These events usually take place on Wednesday afternoons.

### **Surgery will be closed from 1.00pm in the afternoon of the following dates for staff training (QUEST):**

**2019** – 9<sup>th</sup> January 13<sup>th</sup> February  
13<sup>th</sup> March

If you require a doctor in an emergency from 1.00pm onwards, please telephone 277381– listen to the message, hold and your call will then be diverted to The Emergency Doctors Service. For all general and routine queries, please call back the next day.

Prescriptions will be available for collection from Dents Pharmacy next door to the surgery from 2.05pm onwards. These may be dispensed at the Pharmacy of your choice.

## **Up to date patient contact details / text service**

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number. Please make sure your mobile information is up to date. If you do not inform the surgery that your number has changed important messages and appointment reminders may be sent to the wrong person. If you do not wish to receive text messages from the surgery please inform a member of staff.

**Happy With Our Service?** Please tell us what you think by visiting The NHS Choices Website and leave a rating and review.

**Complaints** The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

**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.

**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)

**Courtesy to Staff** Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if there are concerns. *Let's show each other respect, we are here to help you.*

**Cervical (Smear) Screening - Result Waiting Times**

We would like to make our female patients aware of the increased waiting times for smear test results. This is due to the high levels of demand on the service so far this year. Women are advised that it may take up to 10 weeks for their result letter to arrive and not 2 weeks as quoted in the invitation letter. These delays are due to workloads in the laboratory and does not mean there is a problem with your sample.

**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.



O P R I N L I G G Q Q R G L U N H Z E F  
C H Z Q E J A O R E I N D E E R I R L Q  
M B M O L S Z T V W U P O B N D T T V V  
N H N J O L L Y N U Y E N M I H C C E U  
X P M N P P S F I A G K A C L Y V H S Z  
D L A E H X C E L B S F P G C E T Q E G  
Z O M N T H E D A Y S G N I T E E R G M  
S D Z I R V T Q P S G S B W C C P W V Q  
P U I Z O V A J A E O R U A C F S O G S  
G R E H N X R L B P Y N N N H R S O I L  
B N Z C S T B H J O M D P I M O A B V M  
Y M I S T L E T O E Y R D E E S M C I U  
G O C N O R L D K C O Q O N R T T W N B  
W K Y Q C Z E J A G O V T D R Y S D G Q  
L O R T K L C N I C G P N R Y L I N X S  
J N X J I R E F B A V A P J E H R D C Z  
X L W O N H T A E R W V I I L E H A Y E  
W L R D G Z G Y L D J C G N X E C M B O  
M Y A D I L O H L S U H J A W N Z A M J  
I X P D B T V H S K M W S E L D N A C U

BELLS RUDOLPH ELVES JOY  
CANDLES SANTA FROSTY MERRY  
CANDY CANE SEASON GIFT MISTLETOE  
CARDS SLEIGH GIVING NOEL  
CELEBRATE STOCKING GREETINGS NORTH POLE  
CHIMNEY TREE HOLIDAY REINDEER  
CHRISTMAS WREATH JOLLY

**All the staff at Newbold Surgery would like to wish everyone a Merry Christmas and a Happy New Year**

# Self Care – Recognize, Treat and Manage

## What is self-care?

Self-care refers to the actions we take to recognise, treat and manage our own health. It's about doing small, everyday things for yourself to keep healthy and happy.

## What are the benefits?

Self-care is good for you and for the NHS. There are lots of benefits to self-care. We believe it's:

### Quicker

No need to wait for a GP appointment. You can buy the medicines you need over the counter at your local pharmacy or supermarket and have them ready to use at home.

### Easier

Many treatments can be bought without the need for a prescription at your local pharmacy or supermarket, often for much less than a prescription charge.

### Simple

Advice and information about self-care is widely available online. You can also call into any pharmacy for advice on the best treatment for your minor illness.

### Considerate

Self-care helps relieve pressures on GP practices, A&E and could potentially save the NHS around £136m every year.

## Where can I go for advice?

There is lots of information now available to support self-care and to help manage minor illnesses. Here are our top suggestions:

### Online self-care advice for minor illness

#### The NHS Website

[www.nhs.uk](http://www.nhs.uk) The NHS website is the UK's biggest health website. It has lots of advice on illnesses and how to treat them.

#### HANDi App

This free app offers help and advice for parents and carers looking after children with the common childhood illnesses. This can be downloaded via the app store on itunes and Google Play.

### Online advice for general self-care and wellbeing

#### Live Life Better Derbyshire

[www.livelifebetterderbyshire.org.uk](http://www.livelifebetterderbyshire.org.uk) This website offers friendly advice on feeling fitter, losing weight and quitting smoking. Live Life Better Derbyshire staff know it can be tough to make changes and will be with you every step of the way offering free support and advice.

#### Livewell

[www.livewellderby.co.uk](http://www.livewellderby.co.uk) Livewell's caring experts offer free advice and support. Helping you to lose weight, stop smoking, get fitter and transform your life.

#### One You

[www.nhs.uk/oneyou](http://www.nhs.uk/oneyou) One You is another great website to help you make small changes that fit your life, so you feel better and healthier, every day.

## Pharmacy

Pharmacists are trained professionals who are ready to give advice on the best treatment for minor conditions such as:

Cold, headaches, cold sores, head lice, conjunctivitis, heartburn, constipation, indigestion, cough, insect bites, dental pain, migraines, diarrhoea, nappy rash, dry eyes, rashes, dry skin, sore throat, earache, teething, fever, temperature, haemorrhoids, threadworm, hayfever and thrush.

Most pharmacies offer a private consultation room where they can offer confidential advice. Pharmacists can talk you through your symptoms and offer advice and reassurance about how long these may last and what to do if they continue or get worse.

## NHS 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

When you call 111, an advisor will ask you some questions to help assess your symptoms. Once they have done this they will offer you advice or direct you to the best service for you in the local area.

## What should I do if I am trying to self-care but my symptoms persist?

If you look your illness up on [www.nhs.uk](http://www.nhs.uk) it will tell you how long symptoms normally last. If your symptoms are lasting more than you would have expected then you should seek further advice from your pharmacist or GP.

## Preparing to self-care

Be prepared and stock up your medicine cabinet. These affordable key items will help when you or your family and friends are feeling under the weather.

## We recommend:

### Medicines

Pain killers Cold and flu remedies Decongestants Antihistamines Anti-diarrhoea medication Oral rehydration salts Indigestion remedies.

### First Aid

Bandages Plasters Thermometer Antiseptic Eyewash solution Sterile dressing Tweezers.

Having some medicines at home means peace of mind.

**For more information on the leaflets please visit our website [www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)**