



Welcome to the Spring edition of our Newsletter

Latest News!!...

- We are pleased to report that Dr Gemma Lewis will be returning to work on 30th April after her maternity leave.
- Dr Talim Latif will continue as a locum doctor working 2 days per week.
- Wellbrook Medical Centre was inspected by the Care Quality Commission (CQC) on 13th December 2017. The CQC are the independent regulator for health and social care in England and assessed the surgery in five key areas:
Is the surgery?
 - Safe
 - Effective
 - Caring
 - Responsive to people's needs
 - Well led

We are very proud to announce that Wellbrook Medical Centre received an 'Outstanding' rating from the CQC. We are thankful to our committed and hardworking team for enabling us to achieve and maintain these high standards. Please see our website for the full report.

- Have you noticed our new 'state of the art' healthcare monitor in the waiting room? It measures your weight, height, blood pressure, pulse and BMI. Please note that the results appear on the screen and you receive a printout (no results are 'announced' by the machine). Please ask at reception for a free token to use the machine and put your result slip in the box located next to the machine so this can be updated on your medical record.
- Medicines Order Line
You are now able to request your repeat medication over the telephone. The Medicines Order Line has been set up by Derbyshire CCGs and is run by fully trained, experienced staff who will order your repeat medications, advise if you are due a review and have time to answer any queries you may have about your prescriptions. The aim of the order line is to provide you with an additional service allowing you the convenience of ordering medication over the telephone and to reduce the amount of medication waste within the NHS by only ordering the medication that you need. Your prescriptions can then be sent to any pharmacy or collected from the surgery as normal. This service will offer great benefits for you, the surgery and the NHS as a whole. All other options of requesting repeat medication will still be available. If you have any questions about the Medicines Order Line please pick up a leaflet or visit our website.

Medicines Order Line – 0115 855 0260

Open Monday – Friday 9.30am – 2.30pm

Appointments

We know it might be tough getting an appointment sometimes, but did you know our clinical team had 4330 patient consultations in March? That's an average of over 180 consultations per day! Please support your local NHS and GP services and help us to help you.

- Pharmacists are highly qualified healthcare professionals who are there to help you with everyday health concerns such as coughs, colds, aches and pains. They can check your symptoms and give you the clinical advice you need.
- The NHS 111 service is also available and fully trained NHS 111 advisors will help you get the right medical attention when you need it, 24 hours a day.
- Minor Illness booklets are handy guides covering a range of minor illnesses that are easy to use whether you are at home or away. They contain advice about managing these illnesses and where and when to seek help. Pick one up today.

All of these services will direct you to your GP if you need to see them but may also be able to help you without the need for a GP appointment.

Hub Update: extended access and appointment choices

Hub appointments can be booked by our Reception team on a daily basis and are for **acute (recent) problems**. You will be treated by a GP or Advanced Nurse Practitioner, who (with your consent) will have access to your full medical records. Some appointments for dressings are also available at the weekend with the Health Care Assistant.

Hub appointments are available as follows:

Weekday hub from 6.00pm - 8.00pm at:
Hollybrook Medical Centre
Heatherton
Littleover
Derby DE23 3TX

Saturday appointments from 8.00am - 2.00pm at:
Haven Medical Centre
690 Osmaston Road
Derby
DE24 8GT

Sunday appointments from 9.30am – 12.30pm at:
Wellbrook Medical Centre

The following groups are not suitable for Hub appointments (including those held at Wellbrook):

- Babies under 12 weeks old
- Pregnancy-related problems
- Chronic disease or long-term condition management that requires continuity of care
- Severe mental health problems
- Patients identified with a potentially life-threatening medical condition which requires referral to urgent or emergency care settings
- Walk-in patients

Appointments are precious!

Did you know 71 patients failed to attend their booked appointments here at Wellbrook Medical Centre in March? If you are one of the patients who let us know you couldn't make your appointment and cancelled it, then we thank you.

This is a loss of nearly **15 hours** of clinical time; imagine how many more appointments we could offer our patients!

You can cancel your appointment by **texting us on 07858 892891**, please include your name, date of birth and appointment details (Please do not use the text number for anything else as it is only monitored for cancelling appointments) or you can **call us on 01283 732257** or if you have registered for the online services, cancel using this system.

Support us and help others by giving as much notice cancelling your appointments, at least 24hrs notice wherever possible.

Please help us to prevent wasting precious NHS resources



Contacting the Surgery

Just a reminder that we now have one main telephone number for the surgery - **01283 732257**.

When you contact the surgery by telephone you will hear a number of options and you can choose which service you need, these are:

Press 1 to book, check or cancel appointments using the 24 hour automated system.

Press 2 to speak to a Practice Administrator about appointments.

Press 3 to speak to a Practice Administrator about test results, fit notes, home visits or any other queries.

Online Services

Did you know that you can do the following using the SystmOnline website:

- Book appointments
- View future or past appointments
- Cancel appointments
- Change your contact details
- Request any repeat prescriptions
- View parts of your medical record



To register for our online services you will need a user name and password to log into the website. This must be requested in person at the reception desk. You must provide photographic ID that has your name on (e.g. passport, driving license). If you do not have any photographic ID, please contact the surgery to discuss alternative forms of ID.

There is also an app that is available for smartphone and android users that can be downloaded for free from the App Store – search for SystmOnline.

Urgent Requests for Medication

Due to an increase in inappropriate requests for 'urgent' medication, doctors will only issue prescriptions on an urgent basis where there is a clinical need. Late requests for routine medication will be reviewed by a doctor and only issued urgently when necessary. Prescriptions will be available for collection as follows:

- Urgent requests – on the next working day by 12 noon
- Routine requests with collection from surgery - within 2 working days
- Routine requests with collection from pharmacy – within 3 working days

Confidentiality

If you would like to give your consent to another person (for example a relative or carer) to speak to us about your health, to obtain test results, appointment times etc. please ask at reception for a form or visit our website where you will be able to print one off.

Test Results

Please call after 2.30pm (option 3) for any test results and please be aware that the PA team can only read out the information that the doctor has written and cannot give you actual figures as they are not clinically trained. If you require more information you can request a print out of your results, book a routine call back or register for online services.

Routine Appointments or Call Backs

You may have received a letter or text message from us (or will do in the future) asking you to make either a routine appointment (face to face) or routine telephone consultation. Please note that the doctors have made these decisions and are aware your appointment or telephone call could be up to 6 weeks away and that it is not urgent.

We ask where it states 'routine telephone appointment' you do not book a face to face appointment and help us to save these for patients that will need them. The Doctor feels that the discussion does not require a face to face appointment. Telephone consultations can only be made by calling the surgery on 01283 732257 option 2.

Samples & Sample pots

Please note that we will no longer accept urine samples unless these have been requested by a nurse or doctor. If you think you may be suffering from a urine infection, please contact the surgery and we will arrange for you to speak to a doctor who will request a sample if needed. Changes to guidelines mean that a urine sample is not always needed before prescribing medication.

Please drop off your samples prior to our courier service:
Monday – Wednesday before 10.30am
Thursday – Friday before 4.30pm

Help yourself to a sample pot; they are now in a box located on the front desk, white top for urine sample - blue top for stool sample. Please ensure your name, date of birth and address is clearly written on the label.

Please do not leave samples on the front desk without speaking to a PA, we will not be able to process samples if we have not spoken to you.

Health Promotion at Wellbrook

Look out for our fun and informative health promotions in the reception area at Wellbrook Medical Centre. We will be covering the following topics:

April - Male Health - Prostate/Testicular Cancer Awareness

May - Mental Health Awareness/Dementia Action Week

June - Healthy Eating

July and August - Sun, Sea, Sand, Bites, Stings and Minor illness

September - Organ Donation

October and November - Hand Washing - catch it , kill it ,bin it and FLU Season

December - Christmas

Staff Training

We are closed for staff training on the following days:

- Wednesday 25th April 2018 (from 12.30pm)
- Wednesday 16th May 2018 (from 1.30pm)
- Wednesday 13th June 2018 (from 1.30pm)



If you require urgent medical assistance during this time, please telephone the free NHS 111 service.

NHS Friends and Family Survey (FFT)

Thank you to everyone who has taken the time to complete one of the forms, your feedback is important to us and helps us to continually review and improve our service. If you haven't already, could you please take the time to complete one of the forms next time you are in the surgery or via our website at www.wellbrookmedical.co.uk



Holidays

For those of you who are escaping the uncertainty of the British summer and travelling abroad, please remember to consider if you will need any travel vaccinations. Please visit our website and check your destination and if needed complete a travel questionnaire. Don't forget to collect your repeat prescriptions in plenty of time before you go too!

Hayfever

Now is the time to start thinking about hayfever medication for those of you that suffer through the summer months. If you have regular hayfever medication in the summer, please complete a repeat prescription request online or at the surgery, or request your medication from your pharmacy.

AAA SCREENING

Men are being urged to attend one of the newest NHS Screening Programmes. The Abdominal Aortic Aneurysm (AAA) Screening Programme is aimed solely at men who are aged 65 years and over. Men who are in their 65th year will automatically be invited to a screening clinic near to them, but those who are aged 66 and over can self-refer onto the Programme. All that is involved is a free one-off, painless 10 minute ultrasound scan of the abdomen with the results given at the end of the scan.

The programme is based at the Royal Derby Hospital but all clinics are community-based and clinics are at 31 locations throughout the whole of Derbyshire mainly at GP practices and Health Centres. Last year we invited 5900 men in their 65th year of which on average 87% attended.

Research has demonstrated that offering men ultrasound screening in their 65th year could reduce the rate of premature death from ruptured AAA's by up to 50%.

For more information call 01332 789859 or email dhft.AAAScreening@nhs.net

Sexual Health Clinic

This nurse-led service runs every Thursday afternoon, 2.00pm – 5.00pm and provides the following:

- Contraception (excluding coil fitting) advice and provision
- STI screening and treatment

The integrated sexual health service (ISHS) works with patients of any age and accept patients from any surgery. The session offers 3 appointment slots at the beginning of the clinic time and then 3 - 4 walk-in slots, so patients can drop in for advice or treatment.

Just a reminder that this Clinic supplements the contraceptive services provided by the team at the surgery. We also offer contraceptive implant and IUD/IUS (coil) fitting at the surgery.

New HANDi Paediatric App

A new smartphone app has been launched to provide advice and support to parents and carers looking after children with the most common childhood illnesses.

The HANDi App has been developed by local clinicians including GPs and paediatric consultants. It gives access to home care plans, as well as GP clinical guidelines, to help you provide the best support for the child and give parents/carers confidence in caring for them when they are unwell. The app describes care plans and guidance for the most common childhood health concerns, including:

- Abdominal pain
- Chestiness
- Diarrhoea and vomiting
- High Temperature
- Common problems during the newborn period

Surgery Leaflets

Please take a minute to look at the posters & leaflets in the surgery. There is a wealth of information about local services including:

- Guide to Adult Care – find the help you need to stay independent and support your wellbeing
- Guide to Carers Services – To offer you support in your caring role
- Need a bit of help at home? – What's available in Derbyshire?
- Derbyshire Falls Alert Service – Offers a 24 hour home safety system providing total peace of mind
- Mental health Enablement Service – Assist people with mental ill health to develop skills to improve the quality of their lives
- Community Connectors – Helping people with Learning Disabilities to be active and involved in their local community
- Employment and Health Support Initiative – Support for people with long term health conditions to get back into employment

**Please also take the time to read the Patient Information Booklets
that can be found in the reception area**

Walk Well Derby

Walk Well Derby is your local Walking for Health scheme. The walks are free, fun and friendly – perfect to help you get active and meet new people. If you want to know more, just get in touch on 07812 302022 or visit the website walkingforhealth.org.uk



Tea & Coffee Morning

Fancy a cup of tea and a chat?

Join others at Hilton Village Hall every Tuesday morning 9.00am – 11.00am.

Everyone is welcome for just a £1 for a drink and a biscuit.



Car Park

Please note that access will be required everyday including both Saturdays and Sundays to our car park. We are aware that when the gates are closed some people are parking in front of them ESPECIALLY when Aldi is busy. We ask for your cooperation to ensure that no one parks in this area so that patients, staff and if necessary emergency vehicles can gain access at all times.

Also please note that our car park is for use by visitors to the Medical Centre, Pharmacy, Dentist and Physiotherapy Unit only and not for access to nearby shops. The gates will be locked every day at the end of surgery, which may be at any time, so please be aware that if you do park for non-surgery access your vehicle could be locked in.

We know it can sometimes be very busy at the entrance to the medical centre with cars and lorries parking to use the local businesses. Please be aware that when leaving the car park, traffic on Welland Road has the right of way.

Give Blood

Have you thought about giving blood?

Not only would you be doing a fantastic thing but you will also get to know your blood group.

Why give blood?

Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need it for long-term treatments.

Many people would not be alive today if donors had not generously given their blood. They need over 6,000 blood donations every day to treat patients in need across England which is why there's always a need for people to give blood.

Each year they need approximately 200,000 new donors, as some donors can no longer give blood. Most people between the ages of 17-65 are able to give blood. Around half the current donors are over 45. That's why they need more young people (over the age of 17) to start giving blood, so they can make sure they have enough blood in the future.

For more information contact:

www.blood.co.uk

0300 123 23 23



Magazines & Toys in Reception

A big thank you to all of you that kindly donate magazines to the surgery. Can we please remind you to give them to a Practice Administrator & not leave on the tables in reception and we also ask that they are **no older than 3 months**.

We are also looking to have some more children's toys in reception but they must be plastic, wipe clean with no sharp edges or small parts. If you have something you could donate please let us know & we can check if it is suitable for the waiting area.



No Smoking

Can we politely remind you that the entire practice inside and out is a no smoking zone.