



Welcome to the Summer edition of our Newsletter

Staffing Update

We would like to introduce our new Practice Nurses Suzanne Huthmacher & Danielle Barron who both bring a wealth of experience and expertise to our team – if you haven't seen them already then we are sure you will join us in giving them both a warm welcome.

Improved Access – Hub Appointments

You may have read in the news that GP surgeries across the country are struggling with increased workloads and more frustratingly appointment capacity for patients. We are excited to announce that we are now one of 9 local GP surgeries who are working together to offer additional appointments to our patients.

The additional appointments are now available at:

Weekday 6.30 – 8pm
Hollybrook Medical Centre
Heatherton
Littleover
Derby
DE23 3TX

Saturday 8am – 2pm
Haven Medical Centre
690 Osmaston Road
Derby
DE24 8GT

Hub appointments are for acute problems and may mean you are treated by a General Practitioner or Nurse Practitioner. We also have capacity to offer dressings for patients on Saturdays at the Haven hub.



No Smoking

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

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.

Please note, when calling the surgery, the more information you can give will allow the Practice Administrators to handle your call more efficiently and could save time and even an appointment. Many things can be managed over the phone without the need for a GP and allowing us to understand your query could help us offer more appointment to those in need.

Please note we cannot take prescription requests over the phone.

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 iPhone and iPad users that can be downloaded for free from the App Store – search for SystmOnline.

Urgent Requests for Medication

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



Flu Vaccinations

Seasonal Flu Clinics (over 18s only) will be held at Wellbrook Medical Centre on:

Saturday 16th September 8.30am – 12.00noon

Saturday 23rd September 8.30am – 12.00noon

Saturday 30th September 8.30am – 12.00noon

Please note - Vaccines are available by appointment only. If you are eligible for a vaccination please call the surgery on 01283 732257 to make an appointment after 1st August 2017.

Eligible groups include:

All patients aged 65 years and over, patients with chronic respiratory disease, asthmatics requiring continuous or repeated use of inhaled or systemic steroids, patients with chronic heart disease, chronic kidney disease, chronic liver disease, chronic neurological disease, diabetes, immunosuppression, people living in long-stay residential care homes or other long-stay care facilities and carers and pregnant women.

Under 18s that are eligible to have the flu vaccine will get an invitation with separate clinic dates.

Sexual Health Clinic

We are pleased to announce that Derbyshire Community Health Services are now holding a new Sexual Health Clinic at Wellbrook. This nurse-led service will run every Monday 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.

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 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.

Help yourself to a sample pot; they are now in a box located on the front desk.

Travel Vaccinations



The travel clinic is run by our nurses with special training in overseas health. Patients who are planning to travel overseas, whether on business or pleasure must complete a Travel Questionnaire (these can be collected from the practice or completed online). This will help the practice nurse ascertain what vaccinations you will require for your trip, give you the best possible advice on related health issues and to administer the vaccinations.

You can also obtain travel vaccination advice through www.travelhealthpro.org.uk

There is a charge for some travel immunisations and prescriptions not provided under the NHS; a list of these charges is available from the practice Administrators' team. Please note we are not a 'Yellow Fever' centre and this service will need to be accessed elsewhere.

If you take prescribed medications abroad, we recommend you contact your travel agent or airline as soon as possible as you may need a letter from the doctor. If this is the case, please write to us informing what medication you are taking and where you are going. There will be a charge for this letter and it may take up to 3 weeks to process.

If you are travelling abroad with controlled drugs it is advised for travellers to contact the country's embassy to check their import regulations.

Pharmacy First (Minor Ailment) Scheme



Everyone can go to their pharmacist for free advice or to buy medication for a minor ailment. This service is called 'Pharmacy First' and means that you can get advice, treatment or medicines for common less serious illnesses from a community pharmacy, without having to make an appointment with your GP. If you have any of the minor ailments listed below and don't normally pay NHS prescription charges, then any medicines supplied under the Pharmacy First Scheme will be FREE.

- Hay fever
- Insect bite/stings
- Sore throat
- Diarrhoea
- Constipation
- Athlete's foot
- Bacterial conjunctivitis
- Dental pain
- Earache
- Haemorrhoids
- Head lice
- Teething
- Temperature/fever
- Threadworms
- Thrush

If you do pay for your prescriptions, then the cost of the medicines should be much less than the current prescription charge. This is a confidential, high quality service, designed to meet the needs of the patient and means your GP can spend more time treating patients with more serious illnesses.

Failed attenders!

Did you know **96** patients failed to attend their booked appointments here at Wellbrook Medical Centre in June! 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 **21 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 to the online services, cancel using this system.

The cost of missing a GP or Nurse appointment directly impacts the services and access your GP surgery is available to offer. The NHS provides an amazing service to patients free of charge at the point of care. But how much does it actually cost to provide the service?

Here are a few examples

- 5 minute blood test appointment £3.58
- 15 minute nurse appointment £10.75
- GP appointment £36.00
- Average prescription cost to the NHS £28.00*

We know that there are times when patients are genuinely not able to attend an appointment. However, the majority of missed appointments could be avoided and if cancelled, could be used by another patient. Using the costings above, we have looked at the number of missed appointments from April 2016 to March 2017. The total cost of missed appointments for the year is a staggering **£24,778.38**

* Figures provided by PSSRU – Unit Costs of Health and Social Care 2016

Please help us to prevent wasting precious NHS resources

Behind the Scenes

Did you know that we have a lot of staff who work very hard behind the scenes to help with the smooth running of the practice. This includes the Practice Managers, Assistant Practice Manager, Reception Manager, PAs including our Administration Clerk, Data Administrator, Summariser and Secretaries. Without the support of all of these people the practice would not be able to run efficiently and effectively.

Staff Training

We are closed for staff training on Wednesday 27th September 2017 (from 1.30pm)
If you require urgent medical assistance during this time, please telephone the free NHS 111 service.

Audiology Referrals

Derby Hospital has announced that it will no longer be providing audiology services. This is because they would like to focus on their more specialised hearing loss services via ENT (for complex issues only). ENT consultants will refer on to the complex audiology service, if appropriate. Please note that all appointments already booked will be honoured by the hospital.

We are pleased to advise that Burton Hospital Audiology Department will be running a community clinic here at Wellbrook every Monday morning from 24th July (over 55s only). You are now able to self-refer to this clinic and forms are available from the front desk. A repairs and servicing facility is provided via drop in clinics held at Queens Hospital Burton.

Services for patients outside of this age group are available at Derby or Burton:

- Age 3-17 years can be seen in audiology via GP referral.
- Age 18-54 years require GP referral via ENT as necessary.



Self-referrals are also accepted at the following providers:

- Specsavers - Derby – 01332 294939 or Burton – 01283 500117
- Scrivens – 0800 027 5102
- Mediscan – 0161 8201123
- The Outside Clinic – 0800 9549101

InHealth patients – please note that if you have had an Inhealth hearing aid within the last 3 years you must attend one of the above clinics for servicing/repair/queries.

Healthy Lives Social Car Scheme

The Healthy Lives Social Car Scheme can enable people to:

- Attend medical appointments
- Visit a relative or friend
- Attend social activities
- Go shopping

This is available to anyone who lives in South Derbyshire and is unable to use any other form of transport. Enquiries and bookings can be made Monday - Friday Mornings (9:00am - 12:00pm) although transport is available seven days a week subject to the availability of drivers. It operates around **the local area although longer journeys can be arranged. The scheme is non profit-making, however there** is a charge made to the client of £1 per journey booked, plus 45p per mile (which is paid to the driver to cover their expenses).

Contact: Project Support Officer on 01283 219761 or e-mail: projectsupport@sdcv.org.uk

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.

Facebook

Did you know that Wellbrook Medical Centre is on Facebook? We have now created a business page and encourage you to follow us to help us to keep you informed of up and coming events or changes.

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

Surgery Foyer

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

- Travelling Lunch Club
- Safe Homes
- Social Car Scheme
- Befriending Service
- Shopping Service
- Handy Van Services
- Adults at Risk
- Guide to Dementia Services
- First Contact Signposting Scheme

Magazines 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 where possible we also ask that they are no older than 3 months, thank you.

Free Health and Wellbeing Service

Want to improve your wellbeing, stop smoking, lose weight or get active? There are free services available from a range of health centres, leisure venues, GP practices, pharmacies and community venues across Derbyshire. To find out more, contact the surgery and ask for an appointment with the Wellbeing Advisor based at the surgery every Monday or:

Visit: www.livelifebetterderbyshire.org.uk

Email: llbd@nhs.net

Freephone: 0800 0852299 or 01246 515550 (local rate)

Text: LLBD free to 80800



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 paul.mcginty@derby.gov.uk



July is Scams Awareness Month



The Scams Awareness Month campaign is all about supporting partnerships nationally and locally to give people the skills and confidence to identify scams, share experiences and take action by reporting suspicious activity.

Scam Facts:

- People of any age can fall for a scam but lonely older people are much more likely to be scammed than younger people.
- In Derbyshire the average age of a mail scam victim is 76 and 90% have recently been widowed or live alone. Bereavement, isolation and loneliness are common factors.
- Typically less than 5% of scams are reported.
- £5 billion - the estimated amount lost each year in the UK to scams.
- People who've been scammed repeatedly may feel stress, anger, shame and upset which can be severe and debilitating.

Reporting scams and getting advice:

- **Get advice** from Citizens Advice Consumer Service, tel: 03454 04 05 06 or visit: www.adviceguide.org.uk
- **Report scams** and suspected scams to Action Fraud or tel: 0300 123 2040.
- Send potential **postal scams** with a covering letter to Royal Mail at FREEPOST Scam Mail, email: scam.mail@royalmail.com or tel: 03456 113 413.
- Report unsolicited **marketing calls** to the Information Commissioner's Office or tel: 0303 123 1113.
- The Mailing Preference Service (MPS) is free and can help reduce **unsolicited mail** by calling 0845 703 4599
- Contact the **Age UK Derby and Derbyshire** Information and Advice Line on tel: 01773 768240. Age UK also have a downloadable guide on recognising and dealing with all kinds of scams.
- Tell a trusted friend, relative or neighbour.

Derbyshire Scamwatch is a project funded by the Police and Crime Commissioner for Derbyshire. The aim is to raise awareness, particularly amongst older residents, of the potential harmful effects of mass-marketing, internet, doorstep and telephone scams and to provide one to one advice and support where potential scam/fraud victims are identified.

May we take this opportunity to wish all our patients a very Happy Summer

