



Welcome to the Winter edition of our Newsletter

Staffing Update

We are sorry to bid goodbye to Dr Murray Wilson who leaves us at the end of December. Dr Wilson may continue to do some occasional surgeries for us as a locum, although has plans to spend quite a bit of time with his family in Ireland from the New Year onwards. I'm sure his patients, as well as the team here at Wellbrook will miss Dr Wilson and wish him well in his future ventures.

We welcome Dr Lucy Follis to the team at Wellbrook who will be joining us from 11th December, working Mondays, Tuesdays and Thursdays. Dr Follis has re-located to Derbyshire from Berkshire and is looking forward to putting down roots in a new GP practice as well as in a new home.

We are pleased to welcome Dr Talim Latif who has joined us as a locum GP to cover Dr Lewis' maternity leave from 1st October until mid-April 2018.



Flu Vaccine

Our Flu Clinics have now taken place and were a huge success once again, thank you to all our patients who attended.

Flu is a common illness that is spread by coughs and sneezes. For some people, including older and vulnerable people, pregnant women and those with underlying health conditions, it can be very serious and can lead to health complications including bronchitis, pneumonia and even death.

If you still haven't had your Flu Vaccine and you are eligible then it's not too late, just call the surgery today to make an appointment to have it.

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.

Hub Update: extended access and appointment choices

Do you know that under a pilot scheme funded by NHS England Wellbrook Medical Centre is one of 9 local GP practices who are working together to try new models for improving access and offering additional appointments to our patients?

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 6.30pm - 8.00pm (6.00pm – 8.00pm on Mondays) 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

NEW!! With effect from Sunday 26th November:

**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

IMPORTANT

Please note that with effect from Sunday 26th November access is required to our car park on Sundays. We are aware that when the gates are closed some people are parking in front of them 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 to our car park 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 at the end of surgery on Sundays, 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 can we make all patients aware that when leaving the car park, traffic on Welland Road has the right of way.

Failed attenders!

Did you know **94** patients failed to attend their booked appointments here at Wellbrook Medical Centre in October? 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 **20 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.

We managed to see 4755 patients in October, that's just under half of our practice list!

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 – 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

Repeat Prescriptions

Don't forget to order your repeat prescriptions in plenty of time to cover the holiday period. We will be closed Monday 25th December, Tuesday 26th December & Monday 1st January.

Please note we cannot take prescription requests over the phone.

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
White top for urine sample - Blue top for stool sample

Blood Test Results

If you call us for blood test results, please be aware that the PA team can only read out the information that the doctor has written and cannot give you actual results as they are not clinically trained. If you require more information than what they can give you then please request a routine call back with a doctor.

Antibiotics

Antibiotics are used to treat or prevent some types of bacterial infection. They work by killing bacteria or preventing them from reproducing and spreading. But they don't work for everything. When it comes to antibiotics, take your doctor's advice.



Antibiotics don't work for viral infections such as colds and flu, and most coughs and sore throats.

Many mild bacterial infections also get better on their own without using antibiotics.

Taking antibiotics when you don't need them encourages dangerous bacteria that live inside you to become resistant. That means that antibiotics may not work when you next need them most. This puts you and your family at serious risk.

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**

South Derbyshire CVS Practical Help Transport

What does the Social Car Scheme provide? The Social Car Scheme is a volunteer transport service. They aim to match up transport requests with volunteer availability. Because the drivers are volunteers they may not always be able to meet your needs, however they will always do their best to help you with your journey.

The Social Car Scheme can enable people to:

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

The service 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 - 16:00pm) 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). If you are wheelchair bound, the cost is £3 per journey booked, plus 45p per mile.

Contact: Project Support at South Derbyshire Monday to Friday, 9:00am-16:00pm.
Tel: 01283 550163 or email projectsupport@sdcvs.org.uk

For further information, visit their website <http://www.sdcvs.org.uk/services>

If you are able to volunteer to help provide this service to the community, please contact South Derbyshire on the email or numbers above.



**Carers in
Derbyshire**

What rights do carers have?

There are an estimated 118,000 unpaid carers in Derbyshire and Derby City. Many of these don't identify as 'carers' and so aren't aware of their rights or the support they're entitled to.

So what rights do carers have?

- The right to a carers assessment
- The right to have your views heard
- The right to information and advice about local services and care and support
- The right not to be discriminated against
- The right to request flexible working
- The right to time off work in an emergency
- Protecting your pension
- Young carers
- Further information about carers rights
- Carers Rights Day events

For more information visit: www.carersinderbyshire.org.uk/carers-rights-day-2017-blog

Live Life Better Derbyshire

If you want help and support to stop smoking, lose weight, become more active, or improve your diet or overall wellbeing, Live Life Better Derbyshire can help you to make the changes needed to improve the way you feel now and in the future. All their friendly staff are fully trained and know how difficult it can be to make changes to the habits of a lifetime, many of them will have made these changes themselves. Best of all the help they provide is free. Why not find out more?

www.livelifebetterderbyshire.org.uk

01246 515550 Local Rate

0800 0852299 Free phone

Victim Support

Victim Support is an independent charity, they work towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve.

If you've been a victim of a crime or have been affected by a crime committed against someone you know, they can give emotional and practical support to help you find the strength to deal with what you've been through.

Their services are free, confidential and available to anyone in England and Wales, regardless of whether the crime has been reported or how long ago it happened.

Call their free Support line: 08 08 16 89 111

Visit the website: www.victimsupport.org.uk

The Recovery and Peer Support service

The recovery and peer support service host a number of regular mental health advice and support drop-in sessions in Derbyshire and have added new venues starting next month.

You can join the service's Facebook group to find out about sessions and other events.

- Hilton sessions are every other Wednesday from 15th November 10am to 12pm at Hilton Village Hall, Peacroft Lane Hilton DE65 5GH

You can find out more information by contacting Rethink on

Tel: 01773 734989 or

DerbyshireRecoveryPeerSupportService@rethink.org



Scams Awareness

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.

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.

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 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.

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

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.

Staff Training

We are closed for staff training on the following days:

- Wednesday 13th December 2017 (1.00pm - 4.00pm)
- Wednesday 31st January 2018 (from 1.30pm)
- Wednesday 28th February 2018 (from 1.30pm)

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

Christmas & New Year Opening Hours

- | | | |
|-------------|--------------------|--------------------|
| • Monday | 25th December 2017 | CLOSED |
| • Tuesday | 26th December 2017 | CLOSED |
| • Wednesday | 27th December 2017 | 8.00am – 6.30pm |
| • Thursday | 28th December 2017 | 8.00am – 8.00pm* |
| • Friday | 29th December 2017 | 8.00am – 6.30pm |
| • Saturday | 30th December 2017 | 8.30am – 12.00pm** |
| • Sunday | 31st December 2017 | 9.30am – 12.30pm** |
| • Monday | 1st January 2018 | CLOSED |

*Surgery is open for pre-booked appointments only from 6.30pm – 8.00pm

**Surgery is open for pre-booked appointments only

**May we take this opportunity to wish all our patients a
Healthy & Happy Christmas & New Year**

