



BAKEWELL MEDICAL CENTRE

AUTUMN WINTER NEWSLETTER 2018

WWW.BAKEWELLMEDICALCENTRE.CO.UK

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We feel this gives our patients an update and offers information on a wide range of topics. We always welcome your constructive suggestions for improvements.

Staff Matters

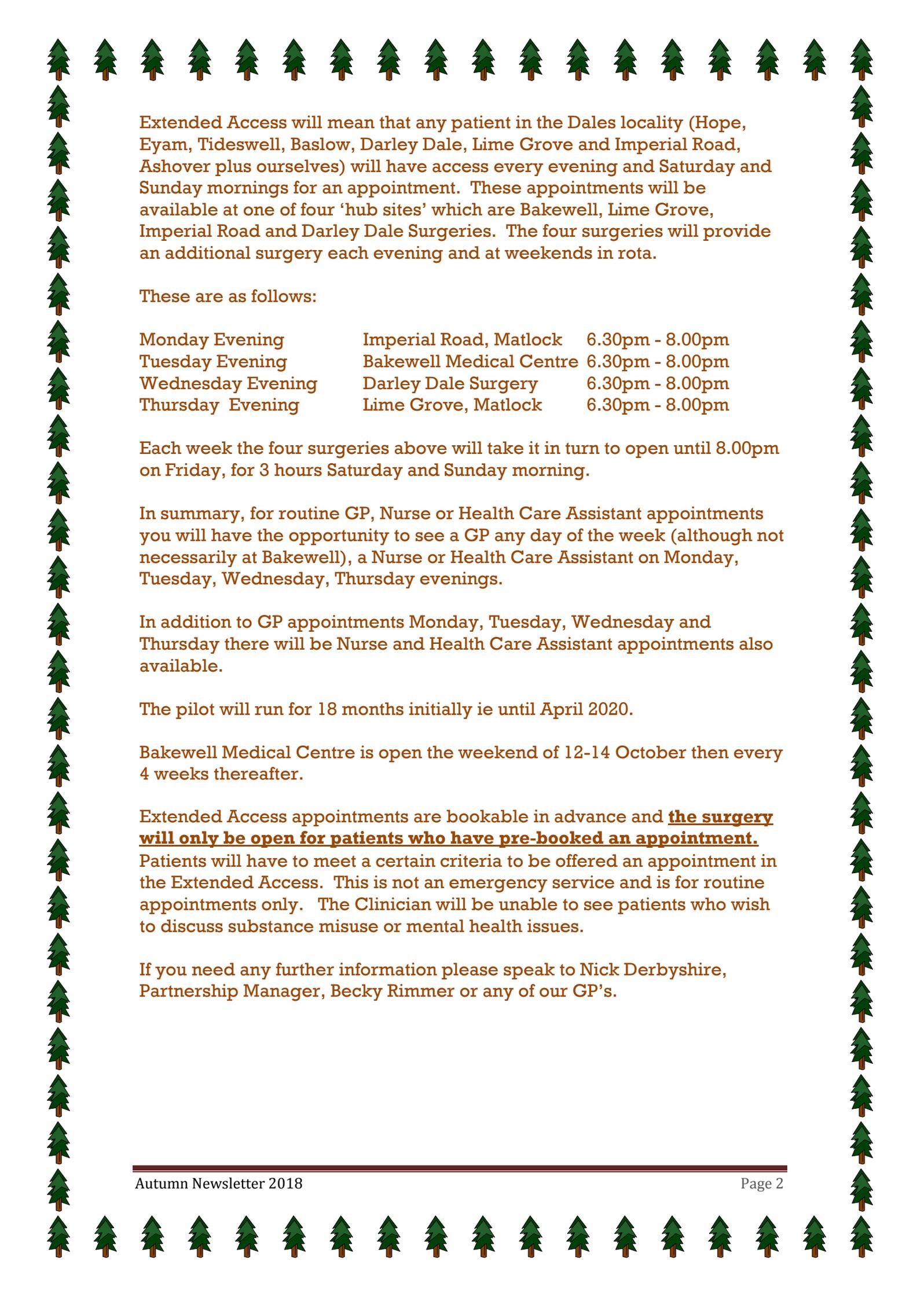
GP Registrars – We welcome back Dr Michelle Scott who will be with us until the completion of her training (December 2019), along with Drs Ade Salako and Dr Rebecca Trivett, both of whom will be with us until December this year.

New GP's - We welcome Dr Clare Shell who has joined our team and whilst she will be working mainly at Tideswell, she will occasionally do surgeries at Bakewell too.

Retirement - Dr Phil Cox a long standing Partner/GP based at our Tideswell Surgery retired after 33 years. We wish him a very long and happy retirement and thank him for his dedication and commitment to his patients over so many years.

Extended Opening Hours

For many years we have remained open until 8pm every Monday Evening. With effect from 25th September this will change to a Tuesday evening and will run alongside a Pilot 7 days a week service in the Dales locality, known as **Extended Access**.



Extended Access will mean that any patient in the Dales locality (Hope, Eyam, Tideswell, Baslow, Darley Dale, Lime Grove and Imperial Road, Ashover plus ourselves) will have access every evening and Saturday and Sunday mornings for an appointment. These appointments will be available at one of four 'hub sites' which are Bakewell, Lime Grove, Imperial Road and Darley Dale Surgeries. The four surgeries will provide an additional surgery each evening and at weekends in rota.

These are as follows:

| | | |
|-------------------|-------------------------|-----------------|
| Monday Evening | Imperial Road, Matlock | 6.30pm - 8.00pm |
| Tuesday Evening | Bakewell Medical Centre | 6.30pm - 8.00pm |
| Wednesday Evening | Darley Dale Surgery | 6.30pm - 8.00pm |
| Thursday Evening | Lime Grove, Matlock | 6.30pm - 8.00pm |

Each week the four surgeries above will take it in turn to open until 8.00pm on Friday, for 3 hours Saturday and Sunday morning.

In summary, for routine GP, Nurse or Health Care Assistant appointments you will have the opportunity to see a GP any day of the week (although not necessarily at Bakewell), a Nurse or Health Care Assistant on Monday, Tuesday, Wednesday, Thursday evenings.

In addition to GP appointments Monday, Tuesday, Wednesday and Thursday there will be Nurse and Health Care Assistant appointments also available.

The pilot will run for 18 months initially ie until April 2020.

Bakewell Medical Centre is open the weekend of 12-14 October then every 4 weeks thereafter.

Extended Access appointments are bookable in advance and **the surgery will only be open for patients who have pre-booked an appointment.** Patients will have to meet a certain criteria to be offered an appointment in the Extended Access. This is not an emergency service and is for routine appointments only. The Clinician will be unable to see patients who wish to discuss substance misuse or mental health issues.

If you need any further information please speak to Nick Derbyshire, Partnership Manager, Becky Rimmer or any of our GP's.

Poppy Campaign 2018 – 100th year 11th November 2018



Military Veteran Friendly

Bakewell Medical Centre and Tideswell Surgery are now Veteran Friendly Practices which is a scheme supported by the RCGP and NHS – We aim to identify any patient who is a Military Veteran and would be grateful if you know of any of our patients who are a Military Veterans to ask them to contact the surgery please.



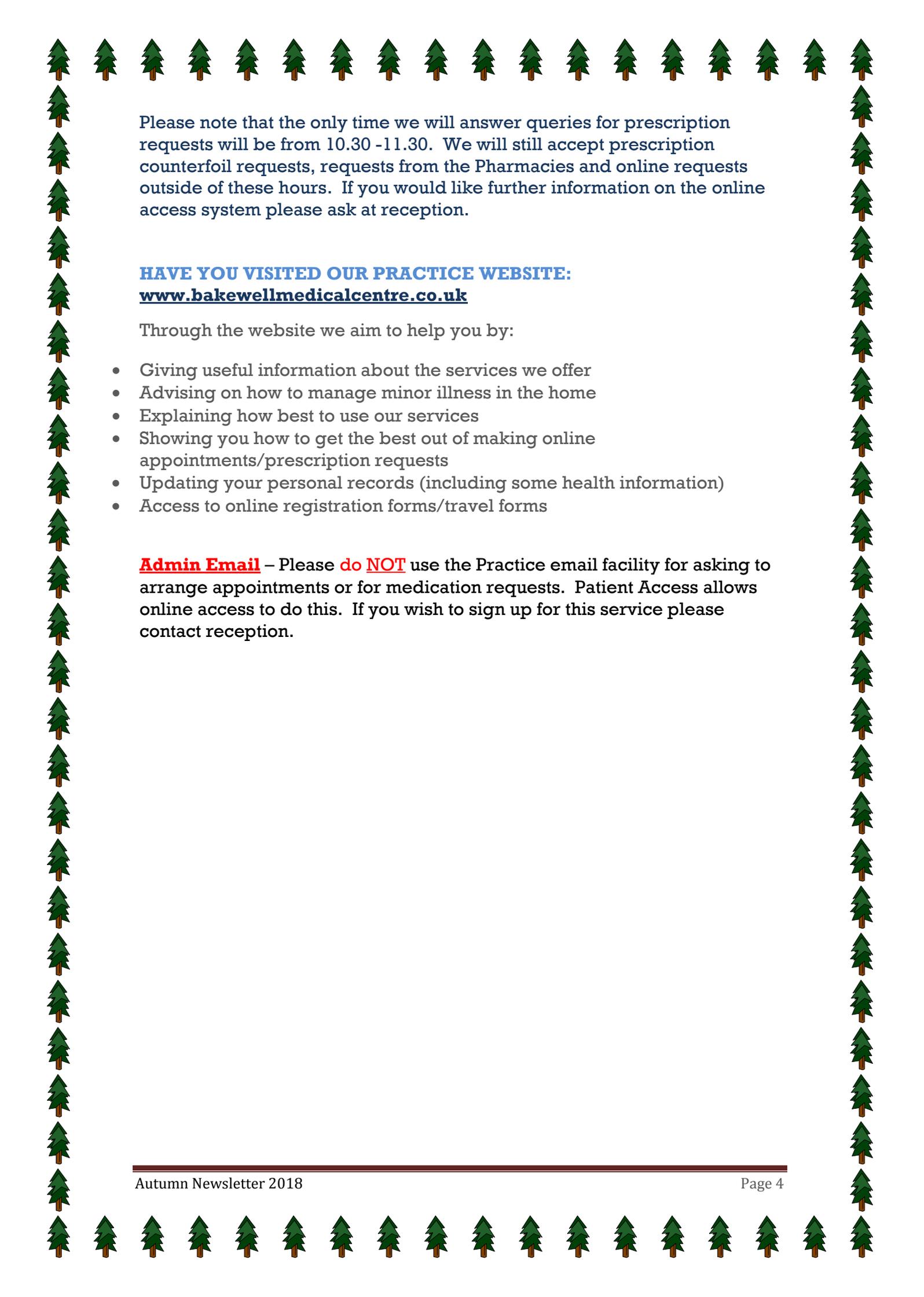
Prescription Requests

We would like to remind everyone that we request 48 working hours in order to get prescriptions dispensed or sent to your regular Pharmacy. We request this time to ensure that the medication is appropriate and still correct for you, that there isn't any need to come in for a review or any tests and also to ensure that there are supplies for you.

Delivery Service

We are starting a delivery service for those patients we dispense prescriptions to. This will take place on a Wednesday morning. Prescriptions will need to be signed for by the patient or their representative. If people are not at home to sign for the delivery, we are not allowed to leave the medication and it will be returned to the surgery for collection.

This service is available to all those patients we dispense for, the only requisite is the need to be in for the delivery to be made
If you would like further information, please ask at the dispensary



Please note that the only time we will answer queries for prescription requests will be from 10.30 -11.30. We will still accept prescription counterfoil requests, requests from the Pharmacies and online requests outside of these hours. If you would like further information on the online access system please ask at reception.

HAVE YOU VISITED OUR PRACTICE WEBSITE:
www.bakewellmedicalcentre.co.uk

Through the website we aim to help you by:

- Giving useful information about the services we offer
- Advising on how to manage minor illness in the home
- Explaining how best to use our services
- Showing you how to get the best out of making online appointments/prescription requests
- Updating your personal records (including some health information)
- Access to online registration forms/travel forms

Admin Email – Please **do NOT** use the Practice email facility for asking to arrange appointments or for medication requests. Patient Access allows online access to do this. If you wish to sign up for this service please contact reception.

Spiced chicken, spinach & sweet potato stew

A healthy one-pot with warming spices that's low fat, low calorie, 3 of your 5-a-day and also full of fibre



Ingredients

3 Sweet Potatoes cut into chunks
190g bag spinach
1tbsp Sunflower oil
8 Chicken thighs, skinned and boneless
500ml chicken stock

Spice Taste

2 onions chopped
1 red chilli chopped
1tsp paprika
Thumb sized piece of ginger grated
400m canned tomatoes
2 lemons deseeded and chopped

To Serve

Pumpkin seeds, toasted
2-3 preserved lemons, deseede and choppe
4 Naan bread warmed

Method

Put the sweet potato in a large, deep saucepan over a high heat. Cover with boiling water and boil for 10 mins. Meanwhile, put all the paste ingredients in a food processor and blend until very finely chopped. Set aside until needed.

Put the spinach in a large colander in the sink and pour the sweet potatoes and their cooking water over it to drain the potatoes and wilt the spinach at the same time. Leave to steam-dry.

Return the saucepan to the heat (no need to wash it first), then add the oil, followed by the spice paste. Fry the paste for about 5 mins until thickened, then add the chicken. Fry for 8-10 mins until the chicken starts to colour. Pour over the stock, bring to the boil and leave to simmer for 10 mins, stirring occasionally.

Check the chicken is cooked by cutting into one of the thighs and making sure it's white throughout with no signs of pink. Season with black pepper, then add the sweet potato. Leave to simmer for a further 5 mins. Meanwhile, roughly chop the spinach and add to the stew. At this point you can leave the stew to cool and freeze for up to 3 months, if you like.

Scatter over the pumpkin seeds and preserved lemons, and serve with warm naan bread on the side.



Flu Campaign 2018

FLU SEASON 2018

This year there are 3 different types of flu vaccine and each vaccine is given to a certain age category These are:

- Seqirus Fluad vaccine - This is for all patients who are over 65 years old (or turn 65 between 1st September 2018 – 31st March 2019)
- Masta Quadravalent Vaccine - This is for all patients aged 18-64 in an 'at risk' group.
- Fluenz Tetra vaccine - This is the nasal flu vaccine and is for all children between the ages of 2-3. It is also for children aged 9-18 who are entitled (it will be in their record if they are).

All children aged 4-9 will have theirs in school however if they have a medical reason to need the flu vaccine (for example Asthma) then their parents can choose whether they have it done at school or here. It will say in the child's records if they are entitled to have it here.

However, please note that for children who do not have a specific medical reason they do not have the choice and must have it at school.

Child Flu – Child nasal flu will be available for all 2 and 3 year olds available. Please book an appointment through reception for Saturday 10th November 2018. There a small number of appointments available on other dates in surgery time.

APPOINTMENTS FOR FLU VACCINATIONS NEED TO BE BOOKED



PLEASE switch off your mobile phone when you are seeing the GP or Nurse. It is distracting and disrespectful to do so and means you lose valuable time discussing your problem.

Thank you



Did Not Attend Appointments (DNA's)

Despite almost daily news stories about the crisis and pressures in the NHS, we still have patients who do not attend their appointments.

Occasionally, these are genuine oversights and patients realise too late they have missed their appointments and telephone to apologise.

But all too often we hear nothing further.

There are two elements to these, both are equally serious.

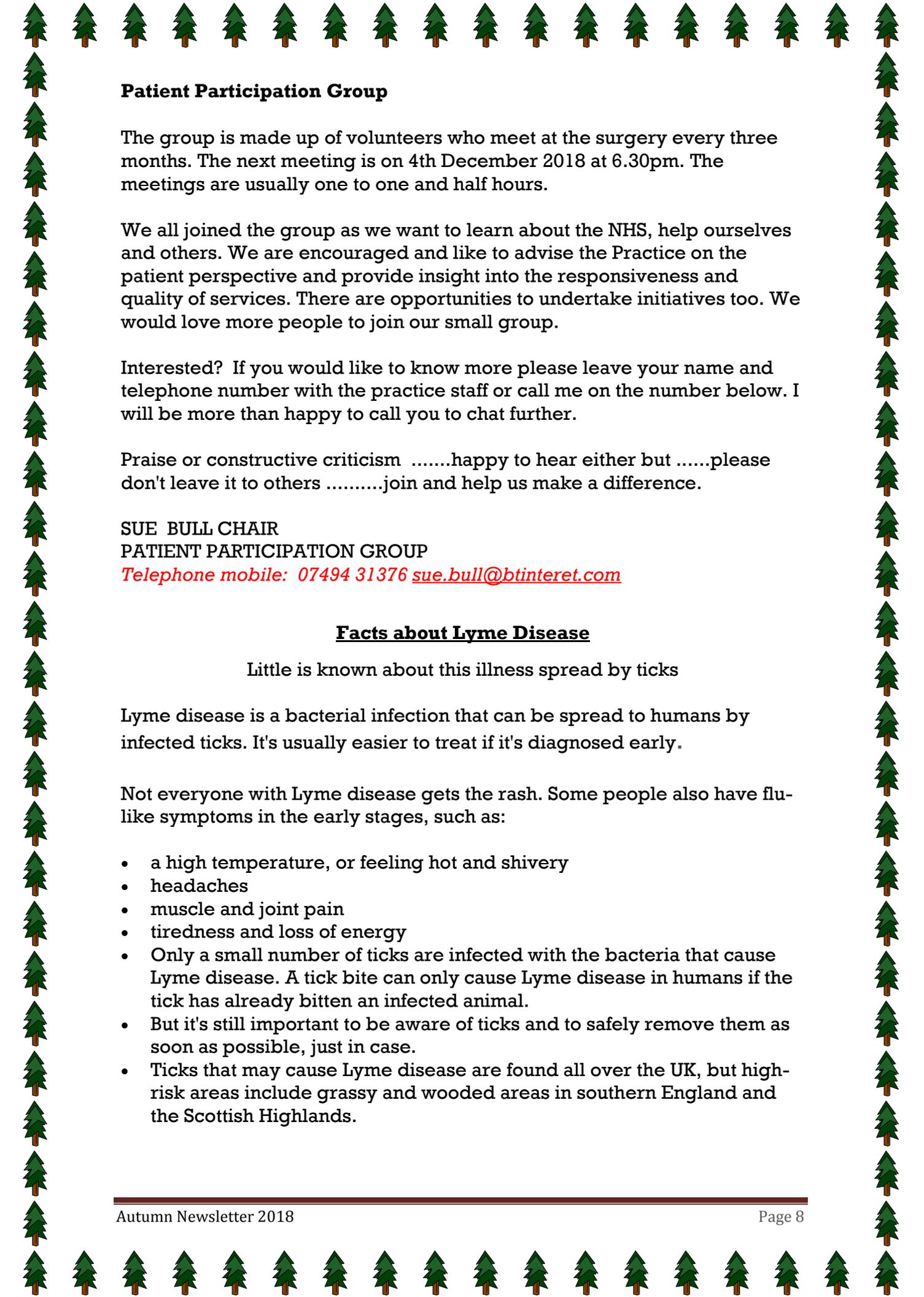
Cost – The NHS costs GP's and Nurses appointments which includes the clinicians' time (not what they are paid), the 'fixed costs' of premises, heat, light, supporting administration costs and whole range of other issues. So a standard 10 minute GP appointment is a wasted cost to the surgery and the NHS of around £50. Nurse appointments can be up to 40 minutes in length and a cost of around £40.

Demand – With ever increasing demand for appointments patients have to wait longer – these wasted appointments mean that other patients who could have attended have to wait even longer.

Whilst we thank the vast majority of our patients who attend their appointments, there are still a few every week who do not.

Can we respectfully ask that all appointments are kept – if you cannot attend for any reason, please let us know as soon as possible. Thank you





Patient Participation Group

The group is made up of volunteers who meet at the surgery every three months. The next meeting is on 4th December 2018 at 6.30pm. The meetings are usually one to one and half hours.

We all joined the group as we want to learn about the NHS, help ourselves and others. We are encouraged and like to advise the Practice on the patient perspective and provide insight into the responsiveness and quality of services. There are opportunities to undertake initiatives too. We would love more people to join our small group.

Interested? If you would like to know more please leave your name and telephone number with the practice staff or call me on the number below. I will be more than happy to call you to chat further.

Praise or constructive criticismhappy to hear either butplease don't leave it to othersjoin and help us make a difference.

SUE BULL CHAIR

PATIENT PARTICIPATION GROUP

Telephone mobile: 07494 31376 sue.bull@btinternet.com

Facts about Lyme Disease

Little is known about this illness spread by ticks

Lyme disease is a bacterial infection that can be spread to humans by infected ticks. It's usually easier to treat if it's diagnosed early.

Not everyone with Lyme disease gets the rash. Some people also have flu-like symptoms in the early stages, such as:

- a high temperature, or feeling hot and shivery
- headaches
- muscle and joint pain
- tiredness and loss of energy
- Only a small number of ticks are infected with the bacteria that cause Lyme disease. A tick bite can only cause Lyme disease in humans if the tick has already bitten an infected animal.
- But it's still important to be aware of ticks and to safely remove them as soon as possible, just in case.
- Ticks that may cause Lyme disease are found all over the UK, but high-risk areas include grassy and wooded areas in southern England and the Scottish Highlands.

To remove a tick safely:

- Use fine-tipped tweezers or a tick-removal tool – you can buy these from some pharmacies, vets and pet shops.
- Grasp the tick as close to the skin as possible.
- Slowly pull upwards, taking care not to squeeze or crush the tick. Dispose of it when you've removed it.
- Clean the bite with antiseptic or soap and water.
- The risk of getting ill is low. You don't need to do anything else unless you become unwell

See a GP if:

You have been bitten by a tick or visited an area in the past month where infected ticks are found and you get flu-like symptoms, or a circular red rash

Tell them if you've been in forests or grassy areas.

Treatment from your GP

If your GP thinks you might have Lyme disease, they'll prescribe a 3-week course of antibiotics. It's important to finish the course, even if you start to feel better.

Some people with severe symptoms will be referred to a specialist in hospital for injections of stronger antibiotics.

Most people with Lyme disease get better after antibiotic treatment. This can take months for some people, but the symptoms should improve over time



Just a few reminders:

- Could we please remind patients that it is important that you let us have your correct address and telephone number if you move house.



- Don't forget clocks go back on Sunday 28th October at 2am – an extra hour in bed.
- Patient Participation Group (PPG) – next meeting Tuesday 4th December 2018 at BMC.



CHRISTMAS RAFFLE

This year's Christmas raffle recipient will be JIGSAW (Runs a local foodbank and feeds the homeless and gives financial advice to those who are struggling - Last year we raised over £98.63 Air Ambulance.

Please support our Christmas raffle this year for this very worthy cause. Tickets will go on sale early December.

Many thanks for your continued support.

CHRISTMAS SURGERY HOURS

Please note the days the surgery will be closed over the festive period.

Tuesday 25th December 2018

Wednesday 26th December 2018

Tuesday 1st January 2018

If you require medical assistance over the holiday period call 111 for non-emergency advice or treatment. If you require urgent medical assistance call 999.

PRESCRIPTIONS

PLEASE CAN WE REMIND PATIENTS TO ORDER THEIR PRESCRIPTIONS IN GOOD TIME BEFORE CHRISTMAS TO AVOID RUNNING OUT OVER THE HOLIDAY PERIOD – THANK YOU

We hope that you have enjoyed our autumn newsletter. It is our way of keeping our patients informed of any changes we make to the Practice and the services we offer to you, the patient, as well as any other useful information that we can provide.

