

BAKEWELL MEDICAL CENTRE

Spring NEWSLETTER 2017

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Staff Matters

Our GP Registrars Drs Chris Duffy and Rasitha Perera left us in December following completion of their 4 month rotation. Dr Perera will return for a full year in August 2017.

Drs Laura Spells and Kerrie Pope have both returned to complete their training after maternity leave and we are delighted that Kerrie will be staying with us for 2 days a week following her qualification. We wish Laura well in the future.

We have welcomed Dr Emily Fowler for February and March and Dr Thomas Sproson joins us in August for 4 months.

You may also have noted various medical students from time to time from Imperial College, London and Kings College London. We are pleased and proud that as a training practice we are able to participate in the training of our future Doctors in the NHS.

We were sorry that Jill Smith, Assistant Practice Manager left after 8 years at the Surgery and thank her sincerely for her hard work and wish her every success in her new career outside the NHS. Carol Lacey, Assistant Practice Manager at Tideswell is now carrying out this role at both Practices. Stephanie Percival who joined us as an apprentice only 6 years ago is now our Reception Supervisor – Congratulations to Stephanie on her promotion.

We welcomed a new member to our reception team – Janine Reynolds. Francesca Allsopp-Pick has returned from maternity leave.

Easter Surgery Hours



Please note the days the surgery will close at 6.30pm on Thursday 13th April and will not re-open until 8am on Tuesday 18th April

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 EASTER TO AVOID RUNNING OUT OVER THE HOLIDAY PERIOD – THANK YOU

DID YOU KNOW? Whilst our dispensary doors are closed at 4:30pm Monday to Friday, we are still open in main reception until 6:30pm Tuesday-Friday and until 8:00pm on Mondays. You are still able to order and pick up prescriptions from the front desk in main reception after 4:30pm each day and from 7am on Wednesdays.

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

We also have lots of useful contact numbers for organisations that may help give you support.

Repeat Medication Ordering

From 1st April we will be streamlining telephone requests for medication so that staff can answer more urgent calls more quickly. As part of this we are encouraging patients to order medication online wherever possible.

We can help you work through the registration process for this so please ask at reception for help with Emis Access.

The current alternative methods of ordering will still be available:

- Repeat prescriptions in 'box' at reception
- Ordering via Lloyds/Boots Chemist
- Face to Face at Dispensary reception

If you are unable to order medication online or via the above method we will be able to take calls for repeat medication requests between 10.30 and 11.30 and 2.30 – 3.30



Medicines Management

How Can You Help?

There are a number of ways that you can help to reduce the issue of wasted medicines and save money for your local NHS.

Only order the medicines that you need

- Please let your GP or Pharmacist know if you have stopped taking any of your medicines;
- Check what medicines you still have at home before re-ordering;
- Discuss your medication with your GP or Pharmacist on a regular basis;
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need;
- If you don't need the medicine please don't order it. If you need the medicine in the future you can still request it;
- If you go into hospital, please remember to take all your medicines with you in a clearly marked bag;
- Please also remember that your medicines are prescribed only for you – it is not safe to share them with anyone else.

Remember that unused medicines cannot be recycled

- Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else;
- Please bring your unused medicines to the pharmacy for safe disposal;
- NEVER dispose of your unused or unwanted medicines down the toilet;

Unused medicines are a safety risk

- Return out of date medicines to your pharmacy or dispensary for safe disposal;
- If your medicines change – return your old medicines to the pharmacy for safe disposal to avoid mixing them up with your new medicines;
- Don't stock pile medication – it is a safety risk for children and others who might take them
- Store medicines in an appropriate place out of reach of children.

Wasted medicines waste money:

Unused prescription medicines cost the NHS across the UK over £300 million

every year. 

£300 Million could pay for:

80,906 more hip replacements*

101,351 more knee replacements*

19,799 more drug treatment courses for breast cancer*

11,778 more community nurses*

300,000 more drug treatment courses for Alzheimer's*

*Based on average costs

REMEMBER ONLY ORDER WHAT YOU NEED

Missed appointments

Whilst the vast majority of our patients attend for booked appointments, there have been an increasing number of patients who have not turned up for theirs in recent weeks, particularly for Practice Nurse and Health Care Assistant appointments.

Some of these are for more detailed tests/procedures and can be as long as 40 minutes. When we often have long waits for free appointments, this is an awful waste of such valuable time. We respectfully request that you contact the surgery as soon as possible if you do not need the appointment you have booked or are unable to make the appointment.

We are sure that you must be aware of the tremendous pressures in General Practice and every appointment is valuable and we cannot afford to waste even one appointment.

Patients who miss their appointments receive a letter. A very small number of patients genuinely miss their appointments and once they realise are very apologetic. If a patient misses 3 appointments they may not be allowed to rebook an appointment unless they speak to the Practice Manager or Assistant Practice Manager. Patients with a mobile number should get a text as soon as the appointment is booked and then they will get a text reminder the day before the appointment.

Updating Patient Records

It is important to inform the Surgery of any change of address and contact telephone numbers in order that your records can be updated.

HOW DO WE ORGANISE APPOINTMENTS AT THE SURGERY?

Appointments can be booked with GP's two weeks in advance and this can be done online through 'Patient Access' as well as by telephone. Demand for appointments which can be booked by our Receptionist often exceed availability, and if you need to be seen over the next week or so it maybe that we put you on the list for a GP to call you back and they will be able to release an appointment if appropriate. We always have appointments on the day if you need to be seen urgently. Sometimes you may need to speak to a duty doctor, who can allocate an appointment where necessary.

Additional Blood Clinics



We have trained more staff to provide additional clinics so that we can meet the increasing demand. Emma Degg and Linda Smithson will be carrying out clinics in addition to our existing team of Practice Nurses and Health Care Assistants.

Travel Forms and Appointments

- ✚ Patients are advised to book a travel appointment in advance (6-8 weeks before they travel) – if normal travel they will need at least 2 weeks prior to travel and if obscure travel will need an appointment at least 6 weeks in advance of travel.**
- ✚ If too short notice then patients will be advised to go to a travel clinic in Sheffield or Derby.**
- ✚ An appointment can be booked via reception who will give out the form or send in the post which will need to be completed and handed in at least 1 week before the appointment so nurses can review it .**

- ✚ **Patients are advised not to submit their travel form unless they have a travel appointment booked.**

Happy Holidays



GP OPENING HOURS 8-8 - 7 DAYS A WEEK

You may well have read in the press/ heard on the news that this Government intends to provide an 8-8, 7 day a week service in General Practice.

Many would agree that with Derbyshire Health United's current out of hours service (which is amongst the best in the Country) is there a real need to provide such an additional service.

Many pilot areas have found that, for example, there has only been minimal usage on Saturday pm.'s and Sundays?

What it will mean is that there will be insufficient funding available for new GP's but that your existing GP's – if working at the weekend – may not be available each week day.

We will be carrying out a survey shortly in respect of this – please do let us know your views.

CAR PARKING



Please be considerate to other patients when using the car park at the medical centre. Please do not park across other vehicles or block the exit and entrance of the surgery.

As you know spaces are limited but occasionally we need to call the emergency ambulance service and if an ambulance cannot get into the car park, it puts somebody's life at risk.

UPDATE ON NEWHOLME

The consultation period has now ended and been published and can be viewed at www.joinedupcare.org.uk.

No decision has yet been made as to the future of Newholme and other hospitals in Derbyshire.

DON'T FORGET-BRITISH SUMMER TIME BEGINS



CLOCKS GO FORWARD AT 2AM ON SUNDAY 26th MARCH

Surgery closed for staff training

The Surgery will close at 1.30pm on the following dates and will not re-open until 8.00am the following day:

- 12th April 2017
- 10th May 2017
- 14th June 2017
- 13th September 2017
- 11th October 2017
- 8th November 2017
- 10th January 2018
- 14th February 2018
- 14th March 2018

Services Provided by the Practice - The surgery offers a wide range of outreach services such as: Dermatology, Scrivens hearing service, Claremont - Orthopedics, Gastro-Intestinal and Physio, Health and Wellbeing Worker, Aortic Screening, CAB, Retinal screening.

Patients can self-refer to the Department of Physiotherapy at Newholme, Telephone number 01629 817973 (9am -4.30pm Mon – Friday)



Great Summer Activities

With the promise of warmer weather on the way why not think about doing something outdoors.

- Play tennis
- Go for a hike
- Go for a bicycle ride
- Have a picnic
- Go camping with the family
- Play golf
- Go fishing



We are very lucky to live in such a beautiful part of the country so there is no excuse not to get out into the great outdoors!!!!



Live Life Better Derbyshire

This service is funded by Derbyshire County Council and provided by Derbyshire Community Health Services NHS Foundation Trust.

IMPORTANT INFORMATION: New stop smoking clinics opening across Derbyshire for smokers who want to quit. New community stop smoking clinics are opening across Derbyshire over the next few weeks to support people who want to stop smoking.

All the new clinics, which are run by Live Life Better Derbyshire, part of Derbyshire Community Health Services NHS Foundation Trust, will deliver one-to-one and group sessions, to provide help and advice on successfully stopping smoking.

The first new clinic has started at The Hub, South Normanton and runs every Monday morning. Other new clinics are set to open in February and March in the following locations:

Health Centre, Eckington, 1st February and then every Wednesday morning

Health Centre, Killamarsh, 1st February and then every Wednesday afternoon

Hannage Brook Health Centre, Wirksworth, 2nd February and then every Thursday morning Village Hall, Coal Aston, 2nd February and then every Thursday evening

Newholme Hospital, Bakewell, 3rd February and then every Friday morning

Health Centre, Repton, 7th February and then every Tuesday afternoon

Volunteer Centre, Howard Town House, Glossop, 7th February and then every

Tuesday evening Chesterfield College, 8th February and then every Wednesday

afternoon Brimington Community Centre, 15th February and then every Wednesday

morning Community Hospital, Clay Cross, 20th February and then every Monday

afternoon

St Oswalds Hospital, Ashbourne, 1st March and then every Wednesday afternoon

Health Centre, Long Eaton, 2nd March and then every Thursday morning Parish Hall,

Wingerworth, 3rd March and then every Friday morning

Health Centre, Heanor, 8th March and then every Wednesday afternoon

People need to book appointments for any of these clinics.

Appointments can be booked by contacting Live Life Better Derbyshire on: 0800 0852299, email llbd@nhs.net or text 'LLBD' free on 80800.

All the clinics are listed on the Live Life Better Derbyshire website and you can refer by visiting our website www.livelifebetterderbyshire.org.uk select the health professional tab on the top toolbar and click make a referral.

We will be adding more dates and venues in late March and April to bring clinics into other areas of Derbyshire too.

Yours sincerely
Jackie Wagstaffe

Acting General Manager – Health Promotion Derbyshire Community Health Services NHS Foundation Trust

‘Healthy Recipes’

Spicy chicken, mango & jalapeño salad



- 250g pack cherry tomato, sliced or quartered
- 2 tbsp finely chopped jalapeños
- small handful coriander, roughly chopped
- juice 1 lime plus halves to serve
- 1 small red onion, finely chopped
- 1 tbsp extra-virgin olive oil
- 4 cooked chicken breast, torn into bite-sized shreds
- 2 Little Gem lettuce, torn into bite-sized pieces
- 1 red pepper, deseeded and sliced
- 1 ripe mango, stoned, peeled and diced
- handful tortilla chips, broken up a little

Method

- Put the cherry tomatoes, jalapeños, coriander, lime juice, onion and oil in a large bowl with some seasoning.
- Pop the remaining ingredients, except the tortilla chips, on top of the dressing. Gently mix the salad together to coat.
- Sprinkle the tortilla chips over the top and serve immediately with lime halves

Kcal 481, Fat 27g, Saturates 6g, Carbs 37g, Sugars 15g, Fibre 6g, Protein 22g, Salt 1.5g

CHRISTMAS RAFFLE

This year's Christmas Raffle went to Dementia Research UK and £160.01 was raised – Thank you for all donations received.

Many thanks for your continued support.

Dear Mr Derbyshire

Thank you so much for your recent donation of £160.01. Your support is greatly appreciated and invaluable and we would be grateful if you could pass on our thanks to everyone at Bakewell Medical Centre who have been so generous in supporting Alzheimer's Society. The funds will be put to work right away to help people living with dementia and their carers.

There are currently over 850,000 people in the UK living with dementia and estimates indicate that there will be one million by 2021. We want to be there for everyone who needs us – whoever and wherever they are.

Gifts like yours have helped over 85,000 people in the last year through our network of services and support groups and have helped us to develop a national helpline which takes over 1500 enquiries a month, and enables us to campaign vigorously for a better future for people affected by dementia as well as funding research.

Do you dream of a world without dementia? So do we.

Once again thank you for your gift. With your help we hope to one day win the battle against dementia. If you would like further information about our work, please do call us on 0330 333 0804.

Yours sincerely

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Plymouth
PL2 3DU
Customer Care: 0330 333 0804
E-mail: <mailto:CustomerCare-Admin@alzheimers.org.uk>

www.alzheimers.org.uk; alzheimers.org.uk; facebook.com/alzheimerssocietyuk
twitter.com/alzheimerssoc



We are very proud that we are officially delegated as a 'Dementia Friendly Practice' after volunteering as part of a local pilot.

Dear Nick

It is with great pleasure that I can inform you that the **Dementia Friendly General Practice Pilot (Derbyshire)** has been shortlisted as one of three finalists in the Dementia Innovation of the Year category for the 2016 Dementia Friendly Awards competition!

This is very exciting news and could not have been achieved without your contribution. So, many thanks indeed for all your hard work through the project. Your willingness to “give it a go” and your feedback on the project really have made a difference for people with dementia and for General Practice in attempting to meet the needs of this patient group (as well as the flow on to other patient groups). The project has sparked interest around the country and we are hoping that very soon our toolkit will be available as a national offer.

Jeremy Hughes CEO of Alzheimer’s Society was very impressed with what he saw when he came up to Derbyshire in May.

We hope that you have enjoyed our spring 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.



