

BRIMINGTON SURGERY PPG NEWSLETTER

AUTUMN-WINTER 2018

STAFF NEWS!

We were sorry to lose Dr Stewart emigrating to warmer climes.

Dr Lancaster, who has been with us since 2010, first as a Salaried GP then as a Partner is leaving us in December to go to Australia for 8 months – we wish her well on her new adventure!

Salaried Doctors

Thankfully, we were able to welcome Dr Freeman and Dr Fowler in late summer.

GP Registrars

Welcome to two fully qualified Doctors undertaking specialist GP training, Dr Maria Pemberton and Dr Victoria Shih.

Nurse Practitioner, new post

Aptly filled by Alison, an experienced nurse with additional specialist training, qualified to diagnose illness, decide treatment and issue prescriptions. She will see people with new illness, not normally ones with ongoing problems.

Practice Nurse

We welcome Katie to the team.

Practice Manager

Following Julie's retirement after over 25 years (look out for her on reception) Paula Elliott joins us with experience from two local practices over the last 15 years.

Assistant Practice Manager

Chelsea has worked her way up from Admin Apprentice at another Chesterfield practice - look out for the Chamber of Commerce case study on her achievement!

Reception

Welcome Sonia and Faye, both experienced receptionists and bade farewell to Mandy, Hilary and Brenda.

EXTENDED OPENING HOURS

Effective since September we are acting as Chesterfield East Hub, part of the new government initiative for evening and weekend access to primary care. 40% of Chesterfield's population are registered at our surgery, Calow & Brimington, Whittington Moor and Royal Primary Care; these patients can access appointments at this Hub:

6pm-8pm Mon-Fri

8am-noon Sat

9am-noon Sun

Staffed by employees from across Chesterfield practices, it is a separate service to our usual clinics, run by a Project Manager, Nicola who works from a central office. You may see a clinician you know or someone else, all thoroughly qualified, with access to your full medical records. If you do not consent to them having this access, unfortunately you will not be able to be seen in The Hub.

FLU VACCINATIONS

In addition to the child nasal flu vaccine, this year there are two types for adults, one specifically for those aged 65 and over. The first clinic held downstairs in mid-Sept had The Hub running upstairs and was a credit to both admin and medical staff! Thank you to PPG (*see next item*)

volunteers for assisting and all those patients who received their vaccine here, adding valuable funding to your surgery.

PATIENT PARTICIPATION GROUP (PPG):

Why not come and join us? Patients at the practice meet four times a year to be updated by appropriate practice staff on current NHS and Government initiatives affecting heart, blood pressure, cholesterol, obesity, diabetes, eyesight, hearing, balance, mobility, dementia, chronic diseases, palliative care, etc., in addition to its administration.

PPG helps with in-house patient surveys, including 'Family & Friends' to get your opinions and suggestions to assist in the continued success of your practice in ever-changing times.

Results of past and current national surveys remain excellent, yet there are always areas to work on. The latest results can be found in the downstairs Waiting Room, as can copies of the latest PPG Minutes.

The recent limit on car parking means it may be easier for patients, but originally not for Doctors on call! Thanks to a PPG member's vigilant badgering of the local planning office, there is now a dedicated space for the Doctor on Call - no more running to a car parked somewhere without double yellow lines and wasting valuable patient time!

The Reception and Waiting Rooms have plenty of information regarding all aspects

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of health and the running of the practice. Always ask at reception if you are looking for something specific.

Do find out how you may give a little time to PPG, e.g., assisting at Flu clinics, patient questionnaires, even decorating the Surgery's Christmas tree at St Michael's Church! Help PPG provide support to both practice and patients, giving staff time to concentrate on patient care.

NEW PHONE SYSTEM AND SIGNPOSTING

Please listen carefully to the new options when you ring the surgery. Notice has been taken of your feedback and a more appropriate system for handling incoming calls has been implemented. It complies with the updated data protection guidelines.

All Reception staff have received specific training to operate within a simple but effective system of Active Signposting. This means they may ask you for more information as to why you are phoning – this helps them to direct you to the most appropriate clinician.

EAR CARE

Ear syringing is not always an appropriate option, therefore will no longer be routinely offered at the surgery. If you have a problem with ongoing wax, current advice is to initially use a little Olive Oil, a natural softener. If this does not start to improve after 2 or 3 days and you have a hearing aid, please mention it to

your ear clinic, or ask at the pharmacy who will be able to advise you further.

PRESCRIPTIONS AND MEDICATION

Are you aware that you can apply for repeat prescriptions to be sent electronically straight from the surgery to your chosen pharmacy for you to collect or have delivered to your home? You do not need a computer to do this. Please ask at reception for details or to set up this more efficient, time saving and accurate method.

Always check that you take the correct dose prescribed by your doctor on your prescription, and the pharmacist has dispensed it correctly. With your repeat prescriptions you may lose track of which batch came first to use in the right order. This applies to medication by mouth or external use. If you are unsure, mention it to a member of your family or a friend to check on your behalf.

MISSED APPOINTMENTS

Each month we display in the Waiting Rooms the number of appointments patients failed to keep. This wastes the valuable time of medical staff when we now have a dedicated telephone line for patients to cancel appointments. Please use it and give others the opportunity of seeing a Doctor or Nurse.

01246 212840

Unsure whether you need to see a doctor? A chat with the pharmacist may save you and a doctor, valuable time.

LOCAL COMMUNITY

In the area where you electronically register for your appointment, to the right of main entrance, there is a stand with booklets and leaflets supplied by both NHS and Age Concern.

Displayed on the walls are also details of some of the groups and activities that are available in the Brimington area. These are varied, requiring different levels of mobility and ability.

If you, a friend, or family member need help in managing needs, or would like more social contact, or wish to improve or learn a new game or skill, please take time to read them.

Which leads on to -

LONELINESS

Surely, we don't need the Government to tell us what to do about making sure the people around us are OK during the cold dark days of winter?

Those of us of 'more mature years' have been through the rebuilding of post-war Britain, and the drastic change in the working pattern of life since the 80's. We know communities survive better when they pull together.

Whatever your age, please take time out to ask neighbours and friends if they need any help. Keep communication and interaction alive. With the current electronic fast-living lifestyle communities can suffer.

We can't let that happen in Brimington.