



Welcome to the Spring edition of our Newsletter

Latest News!!...

Doctors

We are sad to say goodbye to Dr Julie Carson who has been a GP here for the last five and a half years. She will be sorely missed by staff and patients alike and we know you will join us in sending Julie our very best wishes for the future.

Message from Dr Carson:

It is with real sadness that I am letting you all know that I will be leaving Wellbrook Medical Centre. I've enjoyed working here for nearly six years now. I'm moving on to new challenges but leave you in the safe hands of the team here at Wellbrook, who despite the massive pressures on general practice do a brilliant job. Wishing everyone lots of good health for the future!

Dr Carson.



Congratulations to Dr Lucy Follis and her husband, following the birth of baby Edward Andrew. Dr Follis is currently on maternity leave and will be returning to work in September.

Nursing Team

We've had a number of changes and to our nursing team since our last Newsletter. Amanda Henchcliffe, our Practice Nurse Manager left us at the end of last year, due to re-location away from Derbyshire, as well as Natalie Charlesworth our Health Care Assistant, who secured another post outside of health care. We wish them both the very best in their new ventures.

We are pleased to report that Suzanne Huthmacher has been promoted to the position of Practice Nurse Manager. We are also delighted to welcome Jayne Brannan, Practice Nurse, Debbie Dunn, Health Care Assistant and Teresa Knowles, Phlebotomist (taking bloods) to our nursing team.

We also welcome Jacqui Kavanagh, Advanced Nurse Practitioner, who will be joining us on 16th April, initially for a 3-month period, working Tuesdays and Fridays

How do I get an urgent appointment?

Our urgent triage system is open 8am-11am and 2.30pm-4.30pm weekdays to deal with anyone feeling unwell for which self-care and advice given by either your local pharmacy or 111 has not worked. We ask that if a patient requires urgent attention from the doctor they must be able to either take a phone call or if for a child, that they are present when the doctor calls back, without this it will not be possible to add the patient to the doctors triage list. They must also be available to attend the appointments offered by the doctor if required that morning or that afternoon. Please note this also relates to children who may be at nursery or school and you receive a phone call asking to collect them. Please take them home, assess them yourself, provide any self-care you think is needed before contacting the surgery.

Last week we dealt with an extra 253 patients who deemed they were medically urgent and needed to be spoken to or treated that very same day. A lot of patients had not attempted self-care, visited their local pharmacy or sought medical help from NHS 111.

We ask all patients to self-care prior to calling the GP. Please help us to help you. If we're not seeing minor illness then we will have more appointments to offer for everyone. #beselfcareaware

Where can I get help when the Doctors are closed?

At the moment, the NHS offers a mix of walk-in centres, urgent care centres, minor injury units and urgent treatment centres, all with different levels of service. By the end of 2019, these will all be called urgent treatment centres.

Urgent treatment centres are GP-led and open for at least 12 hours a day every day of the week (including bank holidays). You may be referred to an urgent treatment centre by NHS 111 or by your GP. You can also just turn up and walk in.

Conditions that can be treated at an urgent treatment centre include:

- sprains and strains
- suspected broken limbs
- minor head injuries
- cuts and grazes
- bites and stings
- minor scalds and burns
- ear and throat infections
- skin infections and rashes
- eye problems
- coughs and colds
- feverish illness in adults
- feverish illness in children
- abdominal pain
- vomiting and diarrhoea
- emergency contraception

If you need urgent medical attention but it's not a life-threatening situation, you should first call 111. If you think life is at risk, you should call 999. NHS 111 will assess you and give you the option to speak to a nurse, doctor or paramedic if appropriate. You'll then be advised where you need to go for treatment.

All urgent treatment centres have clear processes in place if it's decided you need treatment at A&E rather than at the urgent treatment centre you will be informed.

For further information visit www.nhs.uk

How are GP Surgeries funded?

Some of you may not be aware of how a GP surgery is funded. Each GP surgery should be paid for the number of patients they have registered at their practice. However, each surgery is assessed and their funding is 'weighted' depending on the area and the type of patients that live in that area. For example, practices that serve an inner city population with high levels of social housing, minority groups or elderly patients will receive more funding as it is assumed that those surgeries will have a higher demand for appointments. We are situated in a semi-rural area with low levels of social housing, minority groups and elderly patients. We therefore receive less funding as it is assumed that our patients will have less demand to see a GP.

We currently have 10674 patients registered at the surgery – we only receive the equivalent funding for 9000 patients. If we were paid for 10674 patients this would fund almost an extra two full time GPs! We know that booking an appointment at the surgery is difficult and booking an appointment in advance with the GP of your choice is even more difficult. Please know that we are doing the best we can with the funding that we have. We know you need more GP appointments but we simply cannot afford it with the funding we are given. Please help us offer as many appointments as possible to those who need them by managing minor illnesses at home with over the counter medication where appropriate and cancelling any appointments you no longer need.

Medicines Order Line

We have now been using the Medicine Order Line since February 2018. The aim of this additional service is to ensure that patients receive the correct quantity of medication needed, in a timely manner, to reduce the amount of medication waste. Unused prescription medicines cost the NHS in Derbyshire over £6 million every year. Indications are that the MOL has saved £49,170 in its first year just at Wellbrook alone (February 2018 – February 2019) – this is simply by reducing wastage and over-ordering, not reducing prescriptions that patients need. Only ordering what you need, when you need it, will save the NHS money to spend on other important services.

Please call them on 0115 855 0260 from 9am - 4pm Monday to Friday to speak to an experienced health professional when needing to reorder a repeat prescription.

Alternatives to using the service are ordering your repeat prescription on-line. Ask at Reception if you do not currently have access to this service.

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.

We are here to help

When you contact the surgery the Practice Administrator will ask you some questions to guide you in the right direction, the more information you provide the better we can help you and offer you the right action to take at that time. By helping us to help you we could save unnecessary appointments. We appreciate at times it will be difficult to give certain information, but we are all highly trained and bound by Data Protection & Confidentiality requirements.

Self Certifications & Fit Notes (formally sick notes)

You can self-certificate for the first 7 days of your illness and can complete the form online via the Government website (a link to this can be found on our website). Should you require any further time off work, you will need to see or speak to a GP.

If you have received treatment elsewhere i.e. a hospital they must provide you with a Fit Note for the expected duration of your time off.

You can return to work before your fit note expires with mutual agreement between you and your employer and do not require any documentation from your GP. For further information, please visit www.nhs.uk/chq/pages/1062.aspx

What GP Surgeries shouldn't be doing

New changes introduced within the 2017-2019 hospital contract were made to help reduce the inappropriate workload on GP Practices.

Hospitals should:

- Issue fit notes covering the FULL PERIOD until the date by which it is anticipated the patient will have recovered.
- Respond to patient queries for matters relating to their recent/current hospital care rather than asking the patient to contact their GP.
- Communicate results of investigations requested by hospital clinicians directly to the patient.
- Issue the patient's medication for their immediate clinical needs (i.e. 14 days' supply) until the GP receives the relevant clinical letter and can prescribe accordingly.

We ask that all patients ensure the hospital provide you with the above information, medication and clinical help where appropriate.

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

Cervical Screening Saves Lives - book your appointment today!

NHS cervical screening helps prevent cervical cancer. It saves as many as 5,000 lives from cervical cancer each year in the UK. The NHS offers cervical screening to all women aged 25 to 49 every 3 years and to all women aged 50 to 64 every 5 years.

For any questions you may have, please visit: www.nhs.uk/cervical

Save money with a Prescription Prepayment Certificate (PPC)

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC) – effectively a prescription "season ticket".

A PPC covers all of your NHS prescriptions, including NHS dental prescriptions, no matter how many items you need but this doesn't include other health costs, such as the provision of wigs and fabric supports, which are only provided through the hospital service.

There are two PPC options to choose from:

1) 3-month PPC – costs £29.10 and will save you money if you need more than three prescribed items in three months

2) 12-month PPC – costs £104.00 and will save you money if you need more than 12 prescribed items in a year

How much can I save?

If you need:

2 items each month – you can save more than £105 with a 12-month PPC

3 items each month – you can save more than £210 with a 12-month PPC

4 items each month – you can save more than £315 with a 12-month PPC

There are several payment options available. If you choose the 12-month PPC, you can pay for this by 10 monthly direct debit instalments.

For further information, please ask at your local pharmacy or visit:

www.nhs.uk/chq/pages/1062.aspx

Hayfever Medication

Please be aware that we are no longer able to prescribe hayfever medication in line with new NHS England guidance. Please buy any hayfever medication you need from your local pharmacy or supermarket - it's quicker, easier and simpler.

For information on how to self-care, visit www.nhsstaywelderbyshire.co.uk



Holidays

Patients who are planning to travel overseas, whether on business or pleasure prior to completing a travel questionnaire form must visit the Wellbrook Medical Centre website at www.wellbrookmedical.co.uk and look for Travel Information under the Services heading.

Having read the information on Travel Health Pro website and believe you need further advice, please complete the travel questionnaire as soon as possible to ensure there is enough time to complete any vaccination course required before you travel.

Chlamydia Kits

Please note that patients now have to order their own chlamydia kits online:

www.yoursexualhealthmatters.org.uk

Healthy Eating

We hear every day how much pressure the health service is under. There are plenty of health problems that occur for no known reason but frustratingly there are so many that are a result of how and what we eat. These include obesity, diabetes, osteoarthritis, liver disease, common cancers like bowel and breast, mental health issues and simple lack of well-being.



Few of us waited until our first filling or tooth removal to start cleaning our teeth so why wait until the ill effects of poor nutrition hit us before taking steps to try to reverse the damage?

We are hoping to entice and tempt you to change what you eat to improve your own health and well-being and that of those you love. We hope we can open your minds and startle your taste buds. There can be no cause more worthy of spending some time and effort.

Confucius said over 2000 years ago "We have two lives, the second one begins when we realise we have only one".

Please visit our website Health Eating and Recipes tab for all of our delicious dishes.

Give Blood

Have you thought about giving blood?

Not only would you be doing a fantastic thing but you will also get to know your blood group.

Why give blood?

Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need it for long-term treatments.

Many people would not be alive today if donors had not generously given their blood. They need over 6,000 blood donations every day to treat patients in need across England which is why there's always a need for people to give blood.

Each year they need approximately 200,000 new donors, as some donors can no longer give blood. Most people between the ages of 17-65 are able to give blood. Around half the current donors are over 45. That's why they need more young people (over the age of 17) to start giving blood, so they can make sure they have enough blood in the future.

For more information contact:

www.blood.co.uk

0300 123 23 23



Healthcare Monitor

Have you noticed our new 'state of the art' healthcare monitor in the waiting room? It measures your weight, height, blood pressure, pulse and BMI. Please note that the results appear on the screen and you receive a printout (no results are 'announced' by the machine). Please ask at reception for a free token to use the machine and put your result slip in the box located next to the machine so this can be updated on your medical record.

Well-being Days - Treetops Hospice Care

Maintaining your quality of life and enhancing your capacity to care for yourself.

When you are living with a life-limiting illness it can be difficult to know how to work out what is most important for you and how to achieve it. Supporting you to care for yourself

This friendly and supportive team understand that well-being is about every area of your life including physical, emotional, spiritual and social aspects. The well-being day offers support to help you deal with concerns that may arise as a result of your condition and aims to enhance your capacity to care for yourself. Giving you skills and knowledge

The well-being day has been launched to help you identify goals and give you the support you need to reach them. The workshops and sessions are created to give you the skills and knowledge to be able to manage and maintain your quality of life.

Maintaining normality to your life at a time when things are changing can be extremely important. Helping you feel positive about yourself. You will find a welcoming and calm atmosphere at Treetops Hospice Care, where you can relax and feel positive about yourself.

Workshops and sessions may include:

Self-management skills & coping strategies

Breathlessness

Fatigue management

Building resilience

Relaxation techniques

Stress & anxiety management

Sleeping well – techniques to improve sleep

Exercise – gentle chair based exercise, walking

Relationships & communication

Future planning

Mindfulness

Complementary Therapy

Creative activities – art, music, singing

Gardening (horticultural therapy)

When - Every Monday 10am – 3pm

You can drop-in and speak to a member of the team or book a place.

All services are provided free of charge, and are not means-tested.

Referrals can be made by you, or a healthcare professional such as your GP or Community Nurse, by calling 0115 949 1264 and speaking to a member of the Day Care Services team.

The earlier the referral, the greater the positive impact for you.

South Derbyshire CVS Practical Help Transport

This is a volunteer transport service where 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
- Go shopping

The scheme is open 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) and transport is available seven days a week subject to the availability of drivers.

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).

Email: projectsupport@sd cvs.org.uk or call 01283 219761 to find out more.

If you are able to volunteer to help provide this service to the community, please contact the scheme on the above details.

Trent PTS



One in four people in England are affected by common mental health problems such as anxiety and depression at some point in their lives. There is considerable evidence for the use of psychological therapies as an effective treatment, so there is no need for anyone to deal with this alone.

Trent PTS is an approved NHS provider of psychological therapies. They are commissioned by the NHS to provide free, flexible, responsive and accessible high quality psychological therapy services, so there is no cost to you. They provide treatment for: depression, anxiety, loss, grief, trauma, relationship problems and many other conditions

You do not need a referral from your GP; just complete the self-referral form found on their website: www.trentpts.co.uk

Staff Training

We are closed for staff training on the following days:

- Wednesday 15th May 2019 (from 1.30pm)
- Wednesday 19th June 2019 (from 1.30pm)
- Wednesday 17th July 2019 (from 1.30pm)



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