



NEWSLETTER

December 2023

Welcome everyone to the Practice Newsletter for December 2023. It has been a long time since our last issue, so there is plenty to update you on.

Appointments

While appointments will always be at a premium there are many wasted appointments each week where patients do not attend. We have now started sending text reminders for appointments and hope this will help to reduce the number of missed appointments, the text will contain a link to enable you to cancel the appointment if necessary (internet access required).

The GPs have added an extra 800 appointments, which will be available over the next few months to alleviate winter pressures. This is being funded at a cost to the practice, as no extra funding for this initiative was received this year.

Appointment Booking Survey

Last August we commissioned our Practice Participation Group (PPG) to carry out a survey about our appointment process. A huge thank you to the PPG and the 197 patients who responded to it.

You told us our process is somewhere between satisfactory and good. Comments and suggestions made help guide us in deciding what of the many things that need to improve we do (within existing resources). Where we do not have the resource, we lobby or bid for it with the weight of your voice behind us. An example is our bid for funding of a new phone system that should allow us to implement some of your survey suggestions.

A fuller summary of the review and actions we have undertaken following the survey is available [here](#).

Recent staff changes

We have recently welcomed some new staff. Two receptionists, Ashley and Emily. We hope they will be happy working at the Practice.

Staff leaving Sam (Nurse Associate) and Diane (receptionist). We wish them well in their future ventures.

Diane is trained to take bloods so will be back in practice from time to time to help out.

Flu and COVID vaccines

Close to 6000 vaccines have been given during September – November. Members of staff gave up their Saturdays to deliver the vaccines in a timely fashion and meant that this could be done without impacting on GP appointments.

Thanks to all those who responded promptly to texts and calls and had their vaccines at the practice. Funding from giving the vaccines is used for improving services for patients at the practice. The 2023 vaccination programme is now over.

Change of email address

Our email address has changed to ddicb.dmp@nhs.net

This change, requested by our IT supplier and Integrated Care Board (ICB),

admin.dronfield@nhs.net will be discontinued this was required to adhere to updated NHS information governance policy. We are sorry for any disruption that it causes.

Please update your email address book.

HRT prescriptions

A new HRT prescription prepayment certificate (PPC) was launched in England earlier this year, reducing the cost of HRT to £18.70 a year.

Valid for a year, the PPC will help around 400,000 people save hundreds of pounds a year. It can be used for many prescription items for menopause and there's no limit on how many times it can be used.

For more information regarding the PPC, or to purchase one online, please see [here](#).

Veteran Scheme

We are pleased to announce that we have recently become accredited as an Armed Forces veteran friendly GP practice by the Royal College of General Practitioners.

Our clinical lead for this is Dr Barr, and we have made an ongoing commitment to a programme of improvements for veteran's care wherever possible.

Regardless of when you left the military, please tell us if you've served in the UK Armed Forces. This will help us to better understand any military related health conditions that you may have, and ensure that you are referred, where appropriate, to dedicated services for veterans.

We remember and honour those who have been injured or lost their lives in military service. Lest we forget.

NHS Patient survey/ Feedback

We are absolutely delighted Dronfield Medical Practice is in the top 10 (number 6 we think, yet to be confirmed) of all practices in the county, based on overall patient experience.

The 2023 patient survey date has now been released and 92% of patients felt their overall experience with us was good. This is against a figure of 71% nationally.

More information is available [here](#).

Patient Participation Group

The group continue to ensure that changes we propose are acceptable for our patients and, indeed, suggest changes themselves. They are always seeking new members and wish to further strengthen their diversity, by recruiting men and members of the LGBTQ+ community.

In other Practice News



- Building work to replace the roof took place earlier this year and has now been completed. We were pleased that it was business as usual during the building works.
- We held the #NHS75 big tea in July celebrating 75th Birthday of the NHS and raised £125 for MacMillan Cancer Support.
- We now have an easy, safe, and effective way to help you self-manage musculoskeletal injuries and conditions. The getUBetter app provides evidence-based advice for all common muscle, bone, and joint problems, including back, back and leg, neck, shoulder, hip, knee, ankle pain, and soft

tissue injury. More information is available [here](#).

- And you can sign up to use this app [here](#).
- Following patient feedback we are now using Instagram as well as Facebook. Our Instagram account is 'dronfield_medical_practice'.

Always, if you can, please follow us on Facebook and Instagram

Dr Leckenby and **Laura**, our Practice Manager, keep our [Facebook](#) / [Instagram](#) page up to date with information advice and guidance on topical issues.

The Practice is open Monday to Friday 8:00am to 6:30pm		Closed on public holidays
Next training afternoon closures, from 1pm, are:		14 th February 2024 13 th March 2024
 01246 588860	For Prescriptions 8am - 4:00pm Mon-Fri	
 01246 412242	For appointments, test results etc	dronfieldhealth.co.uk
All prescription emails should now be sent to ddccg.northMOLonlinerequests@nhs.net , and for anything else, please use ddibc.dmp.nhs.net		