



# NEWSLETTER

MARCH 2022

**Welcome to is the first Practice Newsletter for 2022.** It covers a brief review of 2021, plans for 2022, practice pharmacists, MOL, urgent care appointments, the next instalment of Meet the Staff and a new feature – *Did You Know?* where we shall be introducing some facts and figures to give you a glimpse into life at the Practice.

**Despite the continuing pandemic, in 2021** we carried out our Patient Survey, brought back more face-to-face appointments, introduced the new Medication Ordering Line (MOL) and took part in the huge effort at the end of the year to offer booster vaccinations to all adults. Without the understanding and support from you, our patients, this would not have been possible so thank you.

**Areas that we will be starting or continuing to work on in 2022 are:**

- The updating of our new website,
- Improving telephone call waiting times; and
- Optimising staff-patient relationships.

**As always, your views and feedback are important to us** so please continue to let us know how we are doing, where we can improve or what other services you would like us to provide. The information you provide helps us shape and direct future changes and improvements to all the services our Practice provides. You can do this by putting a note in the suggestion box or use the online suggestion form on our website [here \(https://bit.ly/3wD0hjg\)](https://bit.ly/3wD0hjg).

**As a reminder, our Practice Pharmacists now conduct medication reviews.** They can be done over the phone and/or face-to-face, where required. Should you require a review, please phone the Practice and we can arrange a suitable appointment. Prescriptions are then issued to dispensing chemists in batches.

**The new Medication Ordering Line (MOL)** is continuing to be useful to patients and staff. This service is provided for those who previously requested repeat prescriptions 'in person' and or by phoning the Practice. Since the introduction of the new phone number, the main telephone line has become freer for the booking of appointments. Should you need to order a prescription, the contact telephone number is 01246 588860 and the email address is [ddccg.northMOLonlinerequests@nhs.net](mailto:ddccg.northMOLonlinerequests@nhs.net).

**Our new feature *Did You Know?*** aims to give you some lesser-known facts and figures about the Practice. For this edition, *did you know...*

- We have approximately 10,300 registered patients? That is more than double or triple the number of patients registered at other practices in the Dronfield area.
- We generally receive around 1000 incoming calls a week. That is roughly 1 call every 2.5 minutes throughout the working day.
- In January this year, our GPs and Nurse Prescribers had nearly 5000 patient consultations. This is an increase of over 100 appointments since pre pandemic (2020).

**In general Practice News,** nurse Claire Adams retired, and we wish her all the best for the future. In addition to currently recruiting for her replacement, we have had several new staff join our team. Dr Todd, a new GP, is filling 4 sessions of Dr Morrill's post and an additional 2, creating more capacity in response to rising demand. Plus, we have a GP registrar, Dr Salami, a pharmacist, Frayer Walker, a pharmacy technician, Sue Meek, and a receptionist, Theresa. We hope you all have had a warm welcome and are enjoying being part of our team.

**For this edition's Meet the Staff feature, Theresa** agreed to introduce herself and this is what she had to say...

*I joined the Practice in January this year but have worked as a GP receptionist for the last 12 years. I used to work as a pharmacy dispenser, where I was involved with making up medication for nursing homes, but decided I wanted a more patient-facing role and was lucky enough to be taken on at a practice in Chesterfield. I was attracted to working for DMP as I had heard it had a reputation for being very caring and patient focused with a fantastic team of clinical and admin staff. I enjoy working here as everyone gets to know each other well and the support within the team is exceptional. The doctors are very approachable, and I can see they go above and beyond for the patients. There is a real sense of family here and I love that. Outside of work, I love walking (after 20 years in Derbyshire I still don't take the scenery for granted), looking after my grandchildren and am involved in my local church.*



**Finally, we are considering purchasing a self-screening kiosk for the Practice.** Would you use this service? The kiosk would allow you to record your own vital signs, such as blood pressure, height, weight, blood oxygen levels, temperature, heart rate and rhythm, and temperature in a private area prior to an appointment. We are looking at exactly how patients will use the kiosk, but we want to make it as easy as possible to use with assistance available if you need it. Results would go directly to your doctor/nurse for review before or during your appointment. Please follow this [link \(https://bit.ly/Kiosksurvey\)](https://bit.ly/Kiosksurvey) to our PPG's survey to tell us if you would use this and provide any comment/questions. Your views will help influence our decision making.



**As always, if you can, please follow us on Facebook. Many already do!**

**Dr Leckenby and Laura**, our practice manager, keep our [Facebook](#) pages up-to-date with information, advice and guidance on topical issues such as Covid-19 vaccinations.

### **Patient Participation Group (PPG)**

Our Practice has an active PPG made up of volunteers from all walks of life. Their annual review for 2021 can be accessed [here \(https://bit.ly/3upZ000\)](https://bit.ly/3upZ000). If you have any ideas about information that the website or the newsletter should include, please email [dmp.ppg@gmail.com](mailto:dmp.ppg@gmail.com) or write a note/letter to PPG c/o the Practice Manager or use the [online suggestion form \(https://bit.ly/3wD0hjg\)](https://bit.ly/3wD0hjg) on our website. The PPG are also always looking for new members so if you would like to join, please complete the online form on our website [here \(https://bit.ly/3NnBdmt\)](https://bit.ly/3NnBdmt) or ask at reception.

The Practice is open Monday to Friday 8:00am to 6:30pm		Closed on public holidays
Next training afternoon closures, from 1pm, are:		6 April 2022 11 May 2022 8 June 2022
01246 588860	For Prescriptions	8am - 4:00pm Mon-Fri
01246 412242	For appointments, test results etc	<a href="http://www.dronfieldhealth.co.uk">www.dronfieldhealth.co.uk</a>
Follow us on <a href="#">Facebook</a> for up to date news and advice		
All prescription emails should now be sent to <a href="mailto:ddccg.northMOLonlinerequests@nhs.net">ddccg.northMOLonlinerequests@nhs.net</a> , and for anything else, please use <a href="mailto:admin.dronfield@nhs.uk">admin.dronfield@nhs.uk</a> .		