



NEWSLETTER

MARCH 2023

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

To start, we know one of the most popular topics for our patients is around appointments.

Following patient feedback, we have therefore made routine GP appointments now available to book one week ahead. The slots will be open in batches from 10am throughout the day. This means that patients unable to call at 8am will have the same opportunity to book a routine appointment a week in advance. If you require an urgent same day GP appointment, please continue to call at 8am. We hope in time, you will find it easier to get through. Please be aware it is likely there will still not be enough appointments to fully meet demand, despite increasing the number of GPs in our Practice and having more slots available than ever before. We will continue to listen to feedback regarding the appointment system and will make further amendments where possible. We also intend to introduce online booking and text reminders in the near future. Please bear with us whilst we make the required changes to allow this.

Other improvements at the Practice include providing a 'comfort box' for our neurodiverse patients and offering the C-Wallet scheme through Your Sexual Health Matters. Our comfort box is a result of a patient suggestion to improve the experience of visiting us for neurodiverse patients as we recognise the waiting room is a stressful place for some. The box contains a range of finger/fidget toys, noise reducing headphones and a large soft blanket. Please ask at reception for it, if you are feeling overwhelmed and we really hope this helps. The Surgery also now offers C-Wallets, a condom scheme available for free to all over 16s. The wallets and more information is available at reception.

During the last flu season, we introduced a new text service for eligible patients to book into our Vaccination Clinics. Patients were able to click on a link in a text message, enter some personal details and then be presented with available flu vaccine appointments. It was easy, quick to do and avoided the need for patients to call the surgery to make an appointment. The feedback we have received on this has been extremely positive and we hope to use this service more widely in the future.

The Medication Ordering Line (MOL) last month introduced a 3-month trial for ordering repeat medications for those who have internet access but do not use an NHS account or Patient Access app. This new and convenient way to order repeat prescription 24 hours a day, 7 days a week can be used for yourself or on behalf of someone else. It is a simple 4 step online form which can be found on www.derbyshiremol.nhs.uk. Using this service will reduce call volumes and therefore call waiting times and help those who can only re-order using the phone. If you use this service, please provide any feedback by emailing our Patient Participation Group (PPG) at dmp.ppg@gmail.com.

In this edition, *Did You Know?*...

- We delivered close to 3000 flu vaccinations over 8 weeks last September to November. Thank you to all those who responded promptly to texts and calls and had their vaccine with us.
- Hot water bottles have a lifespan of 3 years? The risk of burns from them splitting is a serious issue. You can read more about this online at <https://www.independant.co.uk/life-style/hot-water-bottle-warning-burns-b2229597.html>.
- We have a Social Prescribing Link Worker. They can offer support and connect you to local services to improve your wellbeing as a medical prescription may not always be the answer when life make us feel unwell. They can also help you take control of your own health and wellbeing by identifying ways to improve your health and happiness. It is designed to help you develop stronger connections between you and your community (including social activities and supporting services). If you would like to meet with a Social Prescriber, please call or text 0774 869 2543 or email ddccg.splw@nhs.net.

- You can now request a fit note (sick note) online via our website? Please use this link for more details – <https://www.dronfieldhealth.co.uk/sickfit-note-certificates>.
- Chesterfield Royal Hospital and Whitworth Hospital now provide blood tests and extended weekend x-ray services to the community as part of North Derbyshire’s Community Diagnostic Centre. Other services will be coming in the next few months too. To book an appointment for either site, call 01246 512249 or going online (for Whitworth only) to <https://www.chesterfieldroyal.nhs.uk/our-services/phlebotomy-services>.
- If you require travel vaccinations, the Practice require 6-8 week's notice. Some vaccinations require a course of injections and if you leave it too late, you may not be fully protected. More information is available on our website: <https://www.dronfieldhealth.co.uk/travel-health>.
- There are Urgent Treatment Centres you can go to instead of the Emergency Department if you have health problems like a cut, sprain, possible broken bone, itchy rash or a minor burn. You can call 111 to make an appointment or book online at <https://111.nhs.uk/>.

In other Practice News, last year we approached Dronfield Henry Fanshaw School to hold an art competition to refresh some of the art within the surgery. We gave the children an open brief entitled ‘The Peaks’ and our Partners at the Practice personally funded a £10 gift voucher for 15 children who had a painting selected to hang and a £100 gift voucher for an overall winner. Early last December, Mr Metcalfe delivered over 60 beautiful pieces of children’s work to us. We were absolutely stunned at the technique, detail and talent on show, and it was clear how much care and effort had been put into each and everyone. We give a huge thanks to the school (particularly Mr Metcalfe and the art department) for their support and a MASSIVE CONGRATULATIONS to all who entered. The winning entries are soon to be on display at the surgery.

This edition’s Meet the Staff feature presents Laura Gummer, our Practice Manager.

I joined the practice in 2020 - right at the beginning of COVID. I am responsible for many things including staff, estates, servicing, IT, health and safety, finances and budget, data reporting and claiming payments, managing NHS contracts, complaints, social media and patient engagement. The scope of the role is huge and the workload demanding. My parents both worked in the NHS and I believe in what the NHS aims to provide: high quality care for patients, free at the point of need. I feel sad that resources are now insufficient for today's population. The best part of my job (without sounding cheesy) is ‘making a difference’ – be that for patients, the team or wider community.



As always, if you can, please follow us on Facebook.

Dr Leckenby and **Laura**, our Practice Manager, keep our Facebook (<https://www.facebook.com/Dronfield-Medical-Practice-164238556955366/>) 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:	8th March 2023 26th April 2023 10th May 2023 14th June 2023 12th July 2023
☎ 01246 588860 For Prescriptions	8am - 4:00pm Mon-Fri
☎ 01246 412242 For appointments, test results etc	www.dronfieldhealth.co.uk
All prescription emails should now be sent to ddccg.northMOLonlinerequests@nhs.net , and for anything else, please use admin.dronfield@nhs.net .	