



NEWSLETTER



December 2024

Welcome everyone to the Practice Newsletter for December 2024

🎁 🌲 The Practice and the Patient Participation Group wish you a Merry Christmas and Happy New Year 🌲 🎁

Appointments

We were asked by patients to try to stop the 8am rush. So in February 2023, we changed our systems. Since then, we have asked patients with urgent needs to ring at 8am (if at all possible) on the day that they wish to be seen.

Routine appointments become available to book throughout the day at staggered times. This was following multiple requests from patients who wanted flexibility to be able to book appointments at times other than 8am.

We are saddened to see negative comments posted on social media and would much prefer patients to raise concerns with us directly, to allow us to help resolve issues and explain if/when reasons are beyond our control.

In late summer we undertook a review of our appointment demand. This identified that we were giving an exemplary service for urgent on the day requests at the cost of patients being able to book a routine appointment a week or so in advance. In September we tweaked the appointment diaries and significantly increased the number of appointments available for routine needs. Very occasionally this change means that we have had to close the urgent on the day list when the GPs are at capacity.

Over winter we have increased the number of GP appointments even more by employing locums three days a week. The practice has received no extra budget for this, again this year primary care has not received any winter pressures funding.

2024 Patient Survey

The 2024 patient survey data released earlier this year. We are delighted that 94% of patients felt that their overall experience with us was good. This is against a figure of 74% nationally.

This also represents a 2% increase in our rating from last year, where we were classed as being in the top 10 GP surgeries for overall experience in the county.

We're thrilled and proud that patients feel this way. 🥰 and we think that this puts us in the top 5 surgeries in the Derby and Derbyshire region.

More information can be found here: <https://www.gp-patient.co.uk/patientexperiences?practicecode=C81025>

Blood Pressure Machine Amnesty

If you have borrowed one of our BP machines, to take a series of readings at home, and forgotten to return the machine to us, please do so now.

We had 20 loan machines, we now only have 1 left as the other 19 have gone "missing in action".

If you come across one of our machines at home, please return it to our reception. We would be delighted to see it back in circulation.

GP Practice Funding

As patients know General Practice is struggling to meet demand.

The 2024 funding increase given to practices was 2%. Like many small businesses, last year our costs went up by 25%. We do not get these costs reimbursed and we have no consumer to pass these increased costs on to.

Simply put we have less money to spend on care because we have to pay more for services, staffing, utilities and supplies.



Did you know...

The Government gives this practice just £107.57 for each patient, whatever their health needs. That's less than the cost of a TV licence.

This means we're only given 30p a day for every patient registered with us – less than the cost of an apple.



GPs want the same things that you do.

We believe nobody should struggle to see their family doctor.

We believe general practice deserves a **bigger slice** of NHS funding so we can train and hire more GPs, deliver the services you require and make it easier to get appointments to see your GP and practice team.

Baby Loss Certificates

Parents who have experienced the devastation of losing a baby before 24 weeks of pregnancy can apply for a certificate to have their grief recognised.

The government has launched a voluntary free scheme to allow parents to record and receive a certificate to provide recognition of their loss.

The certificate is available for either parent to access following a loss under 24 weeks since 1 September 2018. Applicants must be at least 16 years of age and have been living in England at the time of the loss.

The certificate is an official but not legal document.

The Government have said they will look to expand eligibility for certificates pre-dating September 2018 as soon as they can.

Use the link to request a certificate <https://www.gov.uk/request-baby-loss-certificate>

Children's vaccination records

Following an NHS public campaign we are getting phone calls from parents wanting us to check their children's vaccination records. Parents can help us by first using this easy guide to check their child's red book or the NHS app to make sure their vaccines are up to date. ❤️👶👧👦👨👩❤️

Your views matter...

Do you want:

- A behind the scenes view on how a GP Practice runs?
- To let them to know how patients feel about the Practice?
- Influence proposed changes?

If yes, please join our Patient Participation Group, in person at meetings or just via email. Details can be found on their page on our website [here](#) 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:	8th January 2025 12th February 2025 12th March 2025

☎ 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 the [online-consult forms](#) or ddibc.dmp.nhs.net