



NEWSLETTER

JUNE 2021

Welcome to our latest Practice newsletter with a new look and new production team. We plan to publish every three months and you can pick up a copy from the reception desk or access it on our website. One of our three GP partners, usually Dr Hickman and Laura Gummer, our practice manager, will supply the clinical information, latest advice, data and topical news, with our patient participation group (PPG) providing editorial and production support.

Appointment changes in the pipeline

Since the Covid-19 pandemic started in March 2020 our doors have always stayed open but we had to make immediate and necessary changes. For instance, we began triaging all appointment requests to ensure we gave face-to-face consultations only to those who needed them. This kept the waiting room less busy and much safer from transmission of the virus but saw workloads rise considerably at a time when patient demand increased to unprecedented levels.

Let's all now hope that the UK is nearing its end of the pandemic. For us, this means planning a return to a more recognisable service. Although these plans are still 'work in progress', you'll see some changes starting in the summer. We intend keeping the triage system but, gradually, there'll be further **face-to-face** appointments without the need for triage. The **online booking service** will restart and there'll be **telephone consultations** if you don't want or need to see a GP. We'll also ensure that, if you call with an urgent request late in the day, we'll take your details and an on-site GP will decide the appropriate action.

Covid-19 passports

Please consider downloading the NHS App to prove you've had your Covid-19 vaccinations. If you need a paper copy, just call 119. Please don't ask us to provide this service because we can't.

Phone line queuing

Indicator of typical patient waiting times					
	Mon	Tues	Wed	Thur	Fri
8 - 9 am	Red	Red	Red	Red	Red
9 - 10 am	Red	Red	Yellow	Yellow	Yellow
10 - 11 am	Red	Red	Yellow	Yellow	Yellow
11 - Noon	Yellow	Yellow	Yellow	Yellow	Yellow
12 - 1 pm	Yellow	Yellow	Yellow	Yellow	Yellow
1 - 2 pm	Yellow	Yellow	**	Yellow	Yellow
2 - 3 pm	Yellow	Yellow	**	Yellow	Yellow
3 - 4 pm	Green	Green	**	Green	Green
4 - 5 pm	Yellow	Yellow	**	Green	Green
5 - 6 pm*	Green	Green	**	Green	Green

* Phones divert at 6pm but the Practice remains open until 630pm

** Usually closed the 2nd Wednesday of each month for staff training

We know waiting in a queue when you phone us can be frustrating. Changes to booking appointments, brought about by Covid-19, have not helped but we're looking at ways to reduce these waits. We've introduced more phone lines and the PPG recently surveyed our phone line usage. The analysis of this has helped us plan our services more effectively but the main advice is to avoid making early morning calls unless booking an urgent appointment.

If you routinely call to order your **repeat prescriptions**, please consider doing this online *either via our website* or the [NHS App](#) which you can download easily and is the same one as for the Covid Passport. Online ordering is a very efficient process. It reduces pressure on the phone lines, bypasses administration and goes straight for GP approval so saving precious time for patients and staff.

We receive 50 to 70 **email prescription requests** each working day. Our staff then have to convert these to prescriptions, taking them away from other duties such as answering the phone. Provisionally, from 18th August, email requests will go to the Derbyshire NHS Medicines Order Line team. We will promote the use of the [NHS App](#) rather than email but patients will have the choice of methods.

For those without on-line access, we plan to introduce a new telephone number to the Derbyshire NHS Medicine Order Line specifically for prescription renewal. Provisionally this will start on 18th August.

The combination of greater use of the [NHS App](#), phone requests being handled by the Derbyshire NHS Medicines Order Line team for repeat prescription and the reintroduction of on-line booking for routine appointments will help release staff to answer the phones and other administrative tasks. We will publicise and explain the changes further in the coming weeks.

As always, we'll welcome your feedback on any of these plans and developments. Please use the form available on our website, (click [here](#) if reading on-line) or ask for a form from our reception staff.

Staff Changes

- As many of you know, **Dr Saunders**, who edited the newsletter for many years, retired from the Practice at the beginning of this year after 30 years' service. He is greatly missed and we wish him well. Currently, he's working in Scotland as a GP locum but we hope he'll feedback his thoughts from across the border in due course!
- Drs Barr, Leckenby and Hickman** intend to continue guiding the Practice with the same ethos as Dr Saunders. This includes the training of GP registrars and trainees, and medical students. GP registrars and trainees are qualified doctors intending to become GPs through a period of working in a practice, closely supervised by a senior GP or trainer. Usually, they've spent at least two years working in a hospital before practice patients ever see them. We have two GP trainees at present, **Dr T Anumba** and **Dr H Hussain**. We also have four university medical students.
- There are many staff comings, goings and pregnancies at the moment. **Dr Duffy** is relocating to Scotland from July and we are in the later stages of recruiting his replacement. **Dr Langran** arrived to cover Dr Hickman's previous timetable when she took over Dr Saunders', and **Dr Grayson** is due back from maternity leave in early August. We'd like to thank **Dr Ruth Dils** who kindly covered her absence.

In the nursing wing, **Sarah** moved on to pastures new and **Sam** replaced her.

Reception staff **Kim, Amie and Kayleigh** are all starting maternity leave over the summer so **Anna, Emma P and Emma M** will work with **Kath Wileman** our retired practice manager to cover their temporary absences, ably assisted by **Harry**, our apprentice. Meanwhile, **Helen Bagshaw** moved from reception to phlebotomy to cover **Kayleigh's** maternity leave.

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.

Callout for volunteers to join the newsletter team

The PPG helps produce the newsletter to assist the Practice in a small way. Our tiny team is made up of patients who volunteer their services. If you have writing, editing or publishing skills and would like to join us, please contact the PPG Chair via email dmp.ppg@gmail.com

Our PPG colleagues are also helping to update our website to better serve the information needs of our 10,000-plus registered patients. For instance, we feel it should link to other health-related services, such as physiotherapy and podiatry, in addition to those of the Practice. If you have any ideas about information that the website or the newsletter should include, please email dmp.ppg@gmail.com or write a note/letter to PPG c/o the Practice Manager or use the [online suggestion form](#) on our website.

The Practice is open Monday to Friday 8:00am to 6:30pm		Closed on public holidays
Next training afternoon closures, from 1pm, are:		9th June 2021 14th July 2021 11th August 2021
 01246 412442	Ring after 11am for test results	www.dronfieldhealth.co.uk
Follow us on Facebook for up to date news and advice		