**![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\5BUNNZ2Z\summer-sun-1[1].jpg]()![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\TG6AQDO6\sun[1].gif]()**

**THE PARK MEDICAL PRACTICE AND**

**OAKWOOD SURGERY**

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| **C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\summer_thumb[2][1].jpg 2017 NEWSLETTER** |

**Electronic Prescription Service (EPS) ![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\LT8VA5MT\imagesCAW205JX[1].jpg]()**

The Practice is promoting the use of EPS. This is a service whereby we send the prescription directly to your nominated Chemist. You can change your nominated Chemist at any time and as many times as you like. If you go on holiday or work away in England, we can send your prescription to you if you let us know the nearest Chemist. Most Chemists even offer a delivery service to your door at no additional cost. Processing prescriptions by EPS also saves the GP approximately 40-minutes to an hour per day. Please help the Practices by using the EPS service.

**‘Did Not Attend’ for Appointments**

Despite texting reminders to those patients whom we have mobile telephone numbers, we still have a lot of patients who do not attend for their appointment. Some people book them and fail to come 20-minutes later! If you no longer require your appointment, you can cancel it by:

* replying to the text reminder
* cancel it on line if you have access rights to System One on-line
* by telephone or
* in person

Non-attendance of appointments is costing the Practice thousands of pounds and hundreds of hours of resources. All of these appointments could have been offered to someone else to use rather than be wasted.

Each month we send around 6000 text reminder messages about appointments. In April/May/June we had 237 patients cancel their appointments via text.

**![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\welcome_y-b9159cad68a22aadf2af024fb54f8ec4[1].jpg]()**

**New Faces**

We are delighted to welcome Lynn and Rachel to our Practice Nursing Team. Both are very experienced Nurses who are working full-time. We have already increased the level of staffing in Reception and will be recruiting more Reception Staff in the next few weeks. We had over 100 applicationswhen we went out to advert. We are very lucky to have 3 GP Registrars (qualified Doctors who are training to be GPs) starting with us in August - we have Dr Christopher Lewis, Dr Maryam Akram and Dr Nasim Akhtar.

We are also having Dr Abigail Ludlow and Dr Roberto Zochhi joining us in September.

**Are there any Witnesses?**

On Monday 10 July 2017 at 12.20pm an accident occurred in the Maine Drive Car Park between a **Black** **Toyota Estima** and a **Silver** **C4 Grand Picasso**.

Please call Becky on 07870 667696. Thank you.

**![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\5BUNNZ2Z\melhores-condicoes-para-o-trabalhador[1].jpg]()**

**Primary Care Plus+**

This is a new organisation which we formed, which is made up of 9 Practices which include:

Park Medical Practice; Oakwood Surgery; Overdale; Chapel Street; Derwent Valley; Lister House (Normanton); Pear Tree Medical Centre; St Thomas’s Road Surgery and Derby Family Medical Centre.

The Practices are taking part in a pilot project which is offering additional services for the patients of those Practices named above between 6pm and 8pm and also Saturday mornings from 2 hubs. The hubs are located at Park Medical Practice, Maine Drive and also Pear Tree Medical Centre (Normanton). Each Practice has a limited number of appointments available to them so once they have gone they are gone. We started the pilot in April and it is proving very popular with patients who have better access to services. There is usually a GP and a Practice Nurse or Nurse Practitioner on duty. ***ALL OF THE APPOINTMENTS ARE PRE-BOOKED – THE SERVICE DOES NOT SEE ANY WALK-INS.***

Patients can go to either hub so if you are a University Student or work the other side of town, like Rolls-Royce, it may be useful to go to the Pear Tree hub and vice-versa.

The Staff who works at the hubs may or may not be our own Staff. When you ask for these appointments, you will be asked to give consent to share your medical records. This allows the GP or Nurse to see your full medical records, your medical history including prescriptions, tests, etc. and add to your notes, so that the information available to your usual Surgery in “real time”.

So far Park Medical Practice patients have had additional 60-hours of clinical time and Oakwood Surgery has had 15-hours since April.

This new service is not to be confused with our own Park Medical Practice and Oakwood Surgery extended hours service which runs on a Monday evening and Saturday morning.

As well as these services, we are looking at other services that can run in the evenings. Live-Well “Give up Smoking” operates from the hubs on a Monday evening. If you want help giving up smoking, you can contact Live-Well on **01332 641254** or email on livewell@derby.gov.uk

There is also a Loose Weight, feel great – Live-Well Programme which is a 6-week weight management scheme which runs from the Maine Drive Hub on Wednesday and Thursday evenings. If this is something you would be interested in joining, please contact Live-Well directly.

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**Park Medical Practice & Oakwood Surgery Extended Hours Surgery News**

From August we are moving the Park Medical Practice and Oakwood Surgery Extended Hours’ service on a Saturday from ***Borrowash*** to ***Maine Drive***. This is to reduce costs as the Practice is already open for the hub appointments.

**Cervical Cytology (Smears)**

If you have had a smear, it may now take up to 6-weeks for the result letter to arrive, **NOT** the 2-weeks as quoted in the smear invitation letter. The delay is due to the workloads of the laboratories and does not mean there is a problem with your sample.

**FLU Appointments ![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\Flu-Cartoon-180x180[1].png]()**

We will be releasing the flu appointments for the Over 65’s and ‘at risk’ patients from the end of August. The Clinics will be held in September 2017.

**Please note:** we **do not** write to patients. If you require a flu vaccination, please contact your own Surgery.

***YOUR VIEWS WANTED*: Prescribing Gluten-Free Foods** ![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\Gluten-free_Icon_Queen_of_Quinoa[1].jpg]()

North Derbyshire, Erewash, Hardwick and Southern Derbyshire Clinical Commissioning Groups are reviewing their policies on prescribing gluten-free food. We would like to hear your views whether you have a diagnosis of Coeliac Disease or Dermatitis Herpetiformis or not.

For over 40-years, the NHS has prescribed gluten-free foods like bread, flour, cereal and pasta to patients who have been diagnosed with Coeliac Disease and therefore need to follow a gluten-free diet.

Over time the choice of gluten-free foods and their availability in supermarkets has increased. The cost of buying gluten-free food is actually less than the cost to the NHS of supplying similar items on a prescription.

To take part in the consultation on-ling, visit: [www.surveymonkey.co.uk/r.GlutenDerbys](http://www.surveymonkey.co.uk/r.GlutenDerbys). The consultation ends on 15 August 2017.

For any enquiries, please email enquiries@northderbyshireccg.nhs.uk

 ![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\Thank_You_Wave[1].jpg]() We would like to thank all of the patients who sponsored a Team of ladies from our Surgeries to complete the Treetops Hospice Moonlight Strut 10k walk, dressed as “The Pink Ladies”. All of the money raised goes to Treetops.

![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BGCQWOLX\staff-training[1].jpg]()The Surgery was closed on the afternoon of Wednesday05 July 2017 or Staff Training. The whole Team spent the afternoon learning about suicide ad self-harm and how we and everyone else can help. I was really interesting and informative. As light relief we held a Team Crazy Golf Event in the evening which was won by our Practice Accountant – Gail.

One of the things we did learn was that people need hope and reassurance that there are people who want to help them and they are not alone.

Useful![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\5BUNNZ2Z\large-Phone-0-12891[1].gif]() Numbers include:

* The Samaritans 116 123
* Child Line 0800 1111
* Alcoholics Anonymous 0115 941 7100
* Big White Wall 020 3741 8080

**Meet the Team ![C:\Users\helen_watkins\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\5BUNNZ2Z\puzzel_samenwerken[1].jpg]()**

We currently have approximately 30,000 patients on our Practice Lists. Many people are not aware that there is a Team of people who work behind the scenes to ensure that the Practice is running smoothly. For example, we have an IT Team, which is made up of a Team of 9 people, plus managed by Carolyn, our IT Manager, who are responsible for ensuring that every bit of patient information is put on the patients’ records i.e. hospital letters, tests and investigations. They also have to read-code every entry so we can run our reports and claim our income.

The Team is also responsible for registering and deducting patients, summarizing new patients’ medical records, running reports for the Practice, audits and the CCG. They are also responsible for ensuring that all of the I T equipment is working, including scanners, touch screens, digital dictations website, printers and PC’s. The I T Managers are also responsible for ensuring that all Staff is trained and up-to-date with all aspects of Information Governance including Data Protection, Access to Medical Records, Data Sharing Rights, Confidentially Laws and a lot more.

The I T Team is an integral part of our organisation. They are always very busy and are always looking at new technology and developments. Currently, Carolyn is looking at the possibility of E-Consultations and improving our Telephone Systems.

The I T Team play a vital role and are very involved in the Flu Clinics and University Registration weekend, but they are behind the scenes.

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**THEY NEVER TOLD US IT WOULD BE LIKE THIS WHEN WE GOT OLDER**

There are books on raising children and how to face the dreaded teen

There are books on reaching middle age and the decades in between

But there’s one age for some reason that still remains untold:

It’s the story of what happens when your body just gets old.

From your well-honed upper torso to the corners of your mouth

Every single part of you is swiftly marching south

Looking in the mirror and viewed from any angle

The bits that used to proudly just have joined the bits that dangle.

When it comes to losing hair it’s hard to know where to begin

When a handsome head of hair becomes a handsome head of skin

When the hair you used to see and feel gathered round your lughole

Has detached itself and gone to try to burrow down the plughole

And just when you’ve accepted that your hair no longer grown

It comes sprouting out your ears and zooming down your nose.

The ailments that afflict you mean the medicines that you get

Make a small but well-stocked pharmacy in the bathroom cabinet

There are pills to stop your aches and pains and creams for smoothing faces

And ointments that will stop the itch in important little places

But the nearest thing to heaven I really have to say

Is a freezing cold suppository on a red-hot summer’s day?

When the Good Lord made our bodies, it was in the era when

Our anticipated lifespan was three score years and ten

But now we’re living longer, it’s becoming plain to see

That what our bodies really need is an extended warranty.

We need replacements for the bits that fail, and oil for the bits that squeak

And better valves and washers for the parts that sometimes leak.

They never told us it would be like this when it was time for pensions

Staying fit and active were our very best intentions

But aches and pains and wear and tear are bound to take their toll

So there’s had to be adjustment to that once-ambitious goal.

With everything that’s going wrong, the thought is slowly dawning

That the thing to be really grateful for is waking up each morning.

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