

## Changes to Opening Hours

The changes to opening hours that we have been communicating to patients since the end of last year have now taken effect. As we have explained, operating over our four sites and providing effective and efficient cover is challenging and is becoming more challenging in these times of ever increasing pressures on the NHS.

Demand for General Practice services continues to increase at a time when funding isn't keeping pace.

It has been necessary to review the way we provide services to reflect these growing challenges and we have looked at ways in which we can make our service more responsive and more effective.

This review resulted in the need to adjust our opening hours at Pilsley and Stonebroom surgeries. We believe that consolidating services will allow us to deliver them in a better way for the good of all our patients and quality of your care.

From 1st February 2017 Pilsley surgery will close at 12.30pm on a Tuesday, reopening at 08.30am on Wednesday and Stonebroom surgery will close at 1.00pm on a Friday, reopening at 08.00am on Monday.

Confirmation of opening times for all sites is detailed below:

	HOLMEWOOD	PILSLEY	STONEBROOM	TIBSHELF
<b>Monday</b>	8.30am – 6.00pm	8.30am – 6.00pm	8.00am – 6.00pm	8.00am – 6.30pm
<b>Tuesday</b>	8.30am – 1.00pm	8.30am – 12.30pm	8.00am – 6.00pm	8.00am – 6.30pm
<b>Wednesday</b>	8.30am – 6.00pm	8.30am – 12.30pm	8.00am – 6.00pm	8.00am – 6.30pm
<b>Thursday</b>	8.30am – 6.00pm	8.30am – 6.00pm	8.00am – 6.00pm	8.00am – 8.00pm (6.30–8.00pm pre-booked appointments only)
<b>Friday</b>	8.30am – 1.00pm	8.30am – 12.30pm	8.00am – 1pm	8.00am – 6.30pm
<b>Saturday</b>	Surgery Closed	Surgery Closed	Surgery Closed	7.00am – 12.00pm (Pre-booked appointments only)

Thank you for your co-operation and understanding regarding these changes.

# Managing Your Medication - Managing Waste

At a recent meeting of our Patient Participation Group we were joined by Helen Gregory from the Hardwick Clinical Commissioning Group (CCG) Medicines Management Team. She updated the group on the financial situation of the NHS and how the Medicines Management team are faced with dealing with thousands of pounds of waste medication every week. She was able to share the following information:

- ⇒ Each practice in Hardwick CCG has a Medicine Management Technician who's role is to advise and update the GPs on the best value medications available.
- ⇒ The financial target for this year is to save £1.2m as a CCG
- ⇒ She stressed that the Medicines Management Team are continually checking changes in suppliers and costs to encourage responsible and cost effective prescribing.
- ⇒ Alerts are put on the GPs computer systems so a when a GP is prescribing they can be alerted to the most cost effective option.
- ⇒ The Medicines Management Team act on advice from the National Institute for Clinical Excellence (NICE).
- ⇒ The Medicines Management Team contribute to a Derbyshire wide group which meets monthly to research and recommend drugs which are both clinically and cost effective. Membership of this group includes hospital consultants.
- ⇒ The Medicines Management Team liaise with Chesterfield Royal Hospital regarding prescribed drugs to improve consistency between hospital and GP.
- ⇒ **The biggest issue is that patients do not take the drugs prescribed, do not tell the GP, but continue to order them.**
- ⇒ Medication reviews are crucial in sorting out issues detailed above, but staffing levels and pressure of time mean that these are often not thorough enough.
- ⇒ **Waste of medicines - there are £6.9m of waste medicines annually in Derbyshire alone. Half of this is unavoidable but the other half is as described above and can be reduced by patients being more responsible about their re-ordering.**
- ⇒ Drugs can be re-used if they do not leave the pharmacy. Helen's advice is for all patients to check the contents of their bag before they leave the pharmacy and return any that they do not need.

The amount of money wasted through incorrect and over-ordering of medication is phenomenal! At a time when funding is already stretched to the limits all patients who have regular repeat medication can help by making sure that they only order what is needed.

It is a common misconception that if you do not order something one month then you will not be able to order it again. **This is not the case.** Not ordering an item one month will not remove it from your repeat medication list. You will still be able to order the medication in the future even if you don't need it for a year! **So please, only order what you need!**

There have been occasions when members of the Medicines Management Team have visited patients at home to conduct a medication review and they have found hundreds of pounds worth of medicine stockpiled in cupboards that a patient no longer uses or has gone out of date.

Reducing the instances of wasted or unused medicine is a key priority for the NHS. **It is estimated that as much as £300m is wasted every year on unused or partially used medication.** Medicine Waste UK estimates this could be used to pay for:

- 11,778 more community nurses or
- 80,906 more hip replacements or
- 19,799 more drug treatment courses for breast cancer or
- 300,000 more drug treatment courses for Alzheimer's or
- 312,175 more cataract operations

**Remember - DON'T JUST TICK THE BOX!**



# Helping Young People in the Community

Last year we ran a survey of young people in conjunction with Tibshelf Community School to find out what they wanted from their GP service and what issues young people today find are most problematic for them. The main learning points from the questionnaire results were:

- ⇒ When asked to pick from a list the three things they felt were MOST important about a GP Practice, confidentiality came out way ahead of all the other options but the availability of appointments, not waiting too long and friendly supportive staff were also areas important to them.
- ⇒ Students were asked to identify from a list things that are sometimes a problem for them. Stress was a factor for a lot of respondents with 84% of responding students saying that feeling stressed or stress at school was a problem for them.
- ⇒ Body image and weight issues featured quite heavily with a total of 54% of students saying that healthy eating and/or body image was sometimes a problem for them.
- ⇒ On a positive note, we noticed that things such as smoking, bullying, abuse and use of drugs and alcohol were not often marked as a problem for the students.
- ⇒ Not getting enough exercise was a common problem, as was feeling low. A lot of the students who ticked 'feeling stressed' as being an issue for them also ticked that they felt under pressure from family and teachers. Students who ticked that they felt isolated or lonely quite commonly also ticked that they felt low.

Some of the students responses really made us think about how these young people must be feeling. Some seem to be very complex and have a lot of worries whereas others marked that they 'never get anxious' which was refreshing to see!

As a result of the survey we joined forces with Tibshelf Community School and the Illumin8 Youth Club. We submitted some bids for funding to Derbyshire County Council to provide some Mental Health and Wellbeing Workshops and some Teen Clinics to try and help young people speak out about the issues that are worrying them. The bids were successful and we are now at the stage where we are working with local health professionals to bring the project to fruition.

Everyone involved is really keen to see the projects come to life and make a difference to the young people in our area. We hope to have the workshops and clinics up and running by Easter and the aim is to train 'peer mentors' at school to carry on the work of promoting mental wellbeing once the initial funding has been used.



## New Patient Information Screens

We are in the process of having new patient information screens installed at all our sites. These will be similar to the one currently in use at our Tibshelf site. As well as being an alert to call patients in for their appointment, they will also show up to date information about services available and keep patients informed about current health campaigns and health warnings.

The screens have been provided by Hardwick CCG to local surgeries so that we can keep patients informed of local initiatives. This will ensure that the CCG can get relevant and correct information out to patients at a wide range of locations whilst also giving all our sites the opportunity to share practice news and alerts too.



## Staff Update - Reception Teams

There have been a few staffing changes recently, mostly in our Reception Teams so we thought we would take this opportunity to bring you up to date with who you can usually meet behind the Reception Desk at each site.

**Tibshelf:** Our largest Reception Team is headed by Team Leader Natalie Hatton who is supported by Patient Services Co-ordinators:

- Bethanie Clark
- Dawn Cooper
- Jerrie Garrard
- Jade Hague
- Rayna Higginson
- Linda Hough
- Jessica Jenkins (also our Phlebotomist)
- Amy Walker
- Dawn Wells

**Stonebroom:** Caron Clark is the Team Leader at Stonebroom and she is supported by Patient Services Co-ordinators:

- Gail Marshall
- Sue Stone
- Sue Wharmby

**Pilsley:** The Team Leader at Pilsley is Marie Spencer and she is supported by Patient Services Co-ordinators:

- Shirley Cresswell
- Wendy Watkinson

**Holmewood:** Di Baxter has recently been promoted to Team Leader at Holmewood and she will be supported by Patient Services Co-ordinators:

- Sue Allsop
- Chelsie Nussey

Chelsie is a new appointment to Staffa Health and we are pleased to welcome her to the team.

## Staff Fundraising

Our Training Administrator, Sharon Ingram, is a keen cyclist and this summer she has set herself a challenge to tackle 7 cycling events in 7 months to raise money for the Motor Neurone Disease Association. Sharon will cycle a total of 505 miles over the 7 events. The first event is 70 miles from Southwell Racecourse on 5th March and her fundraising marathon will finish with the 100 mile Belvoir Blast on 24th September. Sharon is calling the challenge her 'Super 7 for MNDA'.

Sharon chose to raise money for the Motor Neurone Disease Association (MNDA) as last year she lost a member of her extended family, Malcolm Guy, to the disease. To read more about the challenge and her reasons for taking it on please visit Sharon's Just Giving fundraising page (details below). There are also collection boxes and sponsor forms at each of our surgery sites. Sharon would like to thank everyone for their support throughout her fundraising summer!

[www.justgiving.com/sharonssuper7](http://www.justgiving.com/sharonssuper7)



Training Administrator Sharon Ingram is raising money for MNDA in memory of Staffa Health patient Malcolm (Mick) Guy.



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