

Flu vaccinations still available

If you did not manage to get to one of our drop-in flu clinics that were held in October, don't worry, you can still get your flu jab at any of our surgeries. Speak to one of our receptionists to book a convenient appointment with one of our nurses for a flu vaccination .

It is important that vulnerable patients have the vaccine annually as each year the vaccine is different from the last one and designed to fight the latest strain of the flu virus. So don't delay any longer - book your flu jab appointment today!

Have you still not had your flu jab?

If you're 65 or over or you have a long-term health condition, flu can be serious.

That's why you're eligible for a free flu jab.

Don't put it off. Get your flu jab straight away.

STAY WELL THIS WINTER



Antibiotics are not always necessary!

Taking
ANTIBIOTICS
when you don't
need them puts
you and your
family at risk



**TAKE YOUR
DOCTOR'S ADVICE**

Keep Antibiotics Working

NHS

You may have seen the TV advertisement from Public Health England emphasising that antibiotics are not the answer to all of our ailments and conditions. Despite trying to raise awareness we are repeatedly asked by patients for antibiotics for coughs and colds. Antibiotics will not help you fight these minor ailments and by taking them when they are not necessary we run a real risk of becoming a nation high in antibiotic resistance. This means that when you really do need them for a more serious infection they may not work for you.

The best remedies for dealing with the symptoms of coughs, colds and flu are available over the counter from your local pharmacy. Your local pharmacist is an experienced clinician and when it comes to medication for minor ailments they can advise you what is best to take alongside any other medication you may be prescribed regularly.

So, think twice about antibiotics and ask your pharmacist for advice before seeing a GP about minor ailments.

Christmas Closures - be prepared with your medication!

As we approach the festive season again can we please remind patients to ensure that they have enough medication to last them over the Christmas and New Year Bank Holidays.

All of our surgeries will be closed on Monday 25th and Tuesday 26th December and on Monday 1st January. We request that you give us AT LEAST **2 working days** notice for repeat prescription requests. This means that if you do not order your repeat medication until Friday 22nd December it will not be ready for collection until Thursday 28th December, likewise, if you order a repeat prescription on Friday 29th December you will not be able to collect it until Wednesday 3rd January.

Please be aware of how much medication you have and when you are likely to run out. Advance planning and preparation will avoid any issues with essential medication running out over the festive period. Thank you for your cooperation with this.



Zero Tolerance - A message from our GP Partners

Dear Patient

Staffa Health operates a 'zero tolerance' policy with regard to incidents of aggressive or abusive behaviour towards our members of staff.

It's an honour and a privilege for us to provide healthcare to our local population and we are grateful to the 99.9% of our patients who use our services with good grace and understanding of the pressures faced by the modern NHS: this message is not directed at you.

In recent times we have experienced an increasing number of examples of unacceptable behaviour directed towards our staff, something which we will not tolerate. Just to be clear, we are not referring here to expressions of frustration or complaints which you may have about our services; everyone is entitled to express their opinion in a fair and reasonable manner and we will always listen and endeavour to help.

Examples of what IS unacceptable include:

- Physical violence
- Verbal abuse
- Racist abuse
- Sexual or sexist abuse
- Shouting, physical intimidation or other threatening actions
- Applying force to any practice property

Our policy is available to read on our website www.staffahealth.co.uk but it can be summarised as follows:

- When the line is crossed our staff will make that clear to the person involved and ask them to stop. If the behaviour continues they will terminate the conversation and (where the incident occurs on practice premises) ask them to leave.
- The case will be reported to the practice manager and discussed with a senior GP at the earliest opportunity to decide on appropriate action.
- Possible actions include:
 - ⇒ Sending of warning letter
 - ⇒ Removal from the practice list
 - ⇒ Reporting to police

This has been in place for a number of years and is in accordance with general NHS policy but we have felt the need to make it more public in light of the increasing number of problems we are seeing. As stated earlier, we do not wish to offend anyone and understand that the vast majority of our patients treat us with fairness and respect. This is directed at the very small minority of people who seem to think that our staff are 'fair game' and consequently behave in an unacceptable manner; this will not be tolerated.

Dr Ruth Cooper and Dr Tim Scott (senior partners)
September 2017

Holmewood MacMillan Fundraiser

Our Reception Team at the Holmewood Surgery would like to thank everyone who donated prizes for their MacMillan Coffee Morning cake sale and raffle.

They raised a fantastic £101.25 for this worthwhile cause by selling raffle tickets and cakes. Thank you to everyone who purchased tickets or cakes and helped them to raise the money.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Staffing changes

It is with great sadness that we announce that Dr Rebecca Davenport is leaving Staffa Health on 22nd November. Dr Davenport is taking up a post closer to home. She will be missed by all the team here and we wish her well in her new job.



We have 2 new Reception Staff joining our team from November. Rosie Hawkins will be based at Stonebroom and Glenda Lilley will be based at Tibshelf. Please give them a warm welcome and bear with us if you experience any short delays whilst we are training new staff. Thank you.

We also have 2 new nursing staff joining the team. Kelly Mulliss is joining us as Trainee Practice Nurse. Some of you may recognise Kelly as she is moving over from the District Nursing Team so will be a familiar face to some patients. We would also like to welcome Lucy Hickerman who will join us as a Nurse Practitioner.



Rosie Hawkins



Glenda Lilley

The importance of attending your medication review

We have many patients on regular repeat medication and as a consequence of this we will invite these patients to attend medication reviews. This may be with a GP, Nurse Clinician or with one of our Clinical Pharmacists.

We are seeing an increase in the number of patients who are requesting repeat medication but not attending their reviews for a variety of reasons. We cannot stress enough the importance of attending your medication review as this gives us a valuable opportunity to discuss with you any alternative treatment options as well as monitoring any problems you may be encountering with your medication. We can also ensure that current guidelines from NICE: The National Institute for Health and Care Excellence are being adhered to with regard to the drugs you are prescribed.



There is a real possibility that your request for repeat medication could be refused if you repeatedly fail to attend your medication review. So please, when you are invited for your review, make that appointment and make time to come and discuss your medication with us. It is in the best interests of your health and safety. Thank you.



Apology for delays and cancellations

Whilst we make every effort to keep appointments running to time the nature of our business means this is not always possible. Sometimes a patient with complex needs can mean that we run over the usual 10-15 minute appointment slot and this can impact the rest of the clinic that morning or afternoon. Our Receptionists will endeavour to keep patients informed if a GP or Nurse is running behind time. We ask patients to understand that this is not intentional and is most often due to unexpected circumstances. Please bear with us in these situations, it may be you that needs extra time with a GP or Nurse in the future.

We are also aware that some appointments have had to be cancelled or rearranged recently due to clinician illness. Once again, we can only apologise for these unavoidable changes to your appointments. Unfortunately our clinicians are not immune to illness themselves and absence due to this is in the best interest of both staff and patients to help prevent the spread of any infection further. Thank you for your understanding in these situations.

Staffa Health PPG - We need YOU!

Our Patient Participation Group has been involved in active discussions about Practice developments for several years now. Most recently they were consulted on changes to surgery opening times and they have links with further groups within Hardwick Clinical Commissioning Group which governs ourselves and other local Practices in this area.

STAFFA HEALTH Patient Participation Group (PPG)

PLEASE HELP US!

The Practice is constantly looking for ways to improve all our services to patients and to streamline their processes to minimise costs.

To help them with this we are an established and active Patient Participation Group (PPG). We are a group of patients that meet with senior Practice staff in a friendly and welcoming discussion for just 2 hours or so, every 2-months. We are all non-medical people and wide ranging exchanges of ideas and varying opinions are shared. The purpose of our group is to give a patient point of view on Practice developments. It is not to discuss private issues.

Our PPG has a real and important role in forming future plans for the Practice but is in need of more members of differing backgrounds and experiences. So if you are:

- ⇒ Young or old
- ⇒ Male or female
- ⇒ A long time patient or a relative newcomer
- ⇒ A frequent user or a rare visitor



apart from telling us your name you do not need to say anything — unless you want to! Just turn up and come and have your say. We are sure you will find it interesting and informative and you will want to come to future meetings.

For more information please contact:

Deborah Watson - 07817 288953 or Patricia Morrow - 07512 624102

Or speak to reception staff at any of our surgeries.

Go on — give it a try!!!

We look forward to welcoming you!

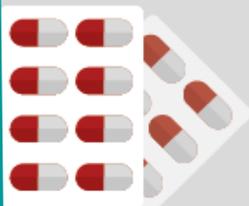


You may have seen the poster to the left or details on our information screens inviting more patients to join our PPG. You do not need to give up huge amounts of your time and you are not obliged to attend every meeting, although this does help you to keep abreast of discussions.

We would love to welcome people who are enthusiastic about becoming involved in discussions about future developments at the Practice or with ideas for fundraising and awareness events that we could arrange.

Our final meeting for this year will be held at the Tibshelf surgery on Thursday 7th December at 2.30pm. Please feel free to contact any of the people listed on the poster for more information about the PPG.

We look forward to welcoming new members and expanding our group.



Over **850 million** antibiotics tablets or capsules were prescribed in England in 2016.



It is estimated that at least **5,000 deaths** are caused **every year** in England because antibiotics no longer work for some infections.

Edited by Sharon Ingram, Practice Administrator. For news, comments or feedback telephone:

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