

## Public Consultation on the Closure of Pilsley Surgery

As a practice, we have been working closely with the CCG in the last 12 months to look at options in continuing our operations across our current four sites. As you know we have had to shorten the opening hours of our Pilsley surgery which has been a short term solution to a wider practice issue.

We have made a decision to commence a public consultation with our patients and stakeholders to permanently close the branch site at Pilsley. The reasons for this are partly due to our decrease in GP numbers and difficulty staffing 4 sites, but we also believe that operating on fewer sites will allow us to redesign some aspects of our service. This will allow the practice to remain sustainable in the longer term and to continue to provide a quality service into the future.

The consultation began on Monday the 24<sup>th</sup> June on the proposed closure of Pilsley Surgery. The consultation will take place over 60 days and will end on the 23<sup>rd</sup> August 2019. The purpose of the consultation is to receive the views of our patients and stakeholders on the proposal and understand more fully what the impacts of the change may be.

You can take part in the survey online at: <https://www.staffahealth.co.uk/pilsley-consultation/> You can also email your views to: [admin.staffahealth@nhs.net](mailto:admin.staffahealth@nhs.net) or collect a paper questionnaire and information leaflet from any of our sites.

Your views are important to us and we thank you for taking the time to send us your feedback.

## PPG Event 'How to Save a Life'

On the evening of 8th May our Patient Participation Group held an event at the Tibshelf surgery called 'How to Save a Life'. The event came about after discussions at PPG meetings regarding community defibrillators and local residents not knowing how to use them, or perhaps being afraid to use them.

It was a well attended evening and the Tibshelf and District Community Responder Team who provided the training free of charge made a serious subject both fun and enjoyable. Everyone left feeling more confident that they could use a defibrillator should the need arise. Nobody realised that the machines actually talk you through the whole process and detect if a shock is required, so you cannot shock someone accidentally.

Free refreshments and a raffle were provided. The proceeds of the raffle were donated to the Community Responder Team as they are all volunteers and rely on funding to continue to provide training and raise awareness. The total raised was £100. Thank you to everyone who contributed.

If you have any ideas on topics for future PPG events that you would like to see please feel free to come along to a PPG meeting and share them. Alternatively you can contact Practice Administrator, Sharon Ingram at the Stonebroom site to share your thoughts.

*Demonstrating the recovery position*



*Practice Manager, Ruth Cater, gets a lesson in defibrillator use*



*Everyone got the opportunity to observe and have a go at performing CPR*



# We're Listening!

We regularly review the feedback you give us and make changes to our service in response, where possible.

The following is a summary of some of the things you have told us in your responses to our local survey, text message feedback, complaints and incidents and the National GP survey.

## Car parking

We know that it can be difficult to park at the Tibshelf site. Whilst there are no easy solutions to this, we have been investigating how we can improve the situation. We have been trying to obtain use of a piece of land for parking adjacent to the surgery on the now vacant site of the former senior school. We have submitted a request expressing interest in this land and we are hopeful that we may be able to progress this issue further.



## Physical Accessibility

One patient told us they would like to see improvements at one of our sites as the external door arrangement makes it difficult to access the surgery for patients who are in a wheelchair or are less able bodied. We have previously applied for NHS England Estates and Facilities funding to install automatic doors at Holmewood and Pilsley surgeries. These applications were unsuccessful; however we will continue to work with the Clinical Commissioning Group to bid for any future funds that become available.

## Medicines Order Line

There has been some dissatisfaction with the introduction of the area-wide Medicines Order Line. The pilot of this system at Staffa Health evaluated positively, in part because of its impacts on reducing wasted medication and safer prescribing. This system will therefore be continuing and has now been rolled out to all Practices across the Hardwick CCG area. Positively, in response to patient feedback that we received the Medicines Order line have changed their call taking hours to be open until 4pm rather than 2pm.



We will ensure that patients are aware of the other options for ordering prescriptions and promote their use, in case the Medicines Order Line is not convenient for all.

Online ordering is the simplest and most convenient system for ordering prescriptions for those who have internet access and patients are encouraged to use this method.

## Call Handling

Frustration has been expressed that it has not been possible to transfer a call to a different surgery and the call has had to be redialled. In response to this we have amended our systems. In future the receptionist that picks a call up should be able to deal with all of your requests rather than having to put you through to another member of the team at another site or asking you to ring back.



## Evening and Weekend Appointments

Some patients have asked for more evening and weekend appointments. From September 2018 we have started working as a local group of 6 Practices to offer appointments with GPs, Nurse and Health Care Assistants 5 evenings a week and on Saturday and Sunday mornings. This has greatly increased the number of appointments available to patients outside core surgery hours.

We have also been asked if it could be possible to access blood testing on a Saturday morning. Currently the transportation of bloods to the hospital only takes place at 2pm Monday to Friday meaning we can only provide appointments for blood taking on weekday mornings as bloods cannot be stored. We are working with our local Practices to explore options around setting up our own transport for bloods on a Saturday morning or later in the evenings and we hope that this is something we will be able to provide in the future.

## Routine/Non-Urgent Appointments

You've told us you would appreciate more routine GP appointments and a reduced waiting time for these. We have been actively trying to recruit additional GPs and fill vacancies since 2016 and have not yet been successful due to the reducing numbers of trained GPs nationally. This has led to the longer waiting times for routine appointments and we are sorry about this. We are continuing to advertise for more GPs but in the meantime we have increased our capacity with additional Nurse Clinicians and a Pharmacist. Whilst these are not GP appointments these nurses and the pharmacist can deal with a lot of the GP workload so this means that we will be able to try and use the GP appointments we do have available appropriately, and save these for patients that require a GP consultation.



## Waiting Room Facilities

There were some comments from patients in our latest survey about our waiting room facilities. A number of these were about installing a drinks fountain or a coffee machine. Unfortunately we have a limited financial budget and this is not considered a priority. Also there are issues associated with spillages and keeping the area clean. If patients require a drink because they are feeling unwell this will always be provided by Reception upon request.

There were also some comments about the noise of the radio/music in the waiting room. We have music on as background noise to so that patients talking to reception staff don't feel their conversations are being listened to. We will be mindful about the volume of the radio however. We have recently purchased a new system for one site and will be installing another at Holmewood which should improve the sound quality.

## Continuity of Clinician

Continuity of clinician was commented on by some patients and that it is desirable to see the same GP. This is difficult to achieve under normal circumstances due to limited coverage availability. GPs are normally allocated to no more than 2 surgeries so that patients can get to see them at their local site. When staff are on leave a GP may need to provide cover at a different site, however we keep this to a minimum wherever possible. We are working on increasing our total number of GPs and this should also help improve continuity.



## New Computer System Installation

### Advance notice to patients:

We will be installing a replacement electronic patient record system called SystmOne in September 2019.

The new system will bring substantial benefits for both patients and staff.

There will be some unavoidable disruption to the booking of routine appointments around the time of the changeover and there will also need to be a changeover of the online services system. More information on this will be provided nearer the time.

We ask you for your patience during this time of transition.



# Staff Fundraising



Dr Ruth Cooper has been raising money for Women V Cancer. On 25th May she took part in the Ride the Night 100km bike ride in London. The route alone is a challenge but the ride started at 9.30pm and finished at 3am! In total around 1500 women took part and over half a million pounds was raised.

Dr Cooper rode with her sister who is a radiographer and 3 friends; 2 of whom are breast cancer survivors and one who's mum had ovarian cancer.



So far she has raised £630 and over £300 of this was from Staffa Health staff and patients. Thank you to everyone who has supported this amazing challenge.

Money raised will be split between the 3 charities that Women Vs Cancer support, these are; Breast Cancer Care, Jo's Cervical Cancer Trust and Ovarian Cancer Action.

If you would like to add to Dr Cooper's fundraising her Just Giving page is still open and can be found at: [www.justgiving.com/fundraising/ruthecooper](http://www.justgiving.com/fundraising/ruthecooper)  
Thank you.



Our Training Administrator, Sharon Ingram and Finance Officer, Nigel Robinson are raising money for Breast Cancer Care this year. This is following Sharon's battle with breast cancer last year. Sharon celebrated 1 year 'all clear' by running the Carsington 7+ event in April with Nigel and other friends. They also took part in the 10 mile Breast Cancer Care Pink

Ribbon Walk at Chatsworth on 15th June and their grand finale will be the Nottingham Half Marathon in September.

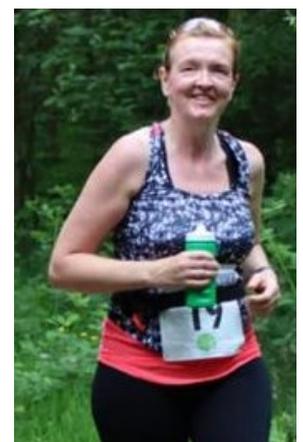
If you would like to donate to Sharon & Nigel's sponsored events please go to: [www.justgiving.com/teamingram2019](http://www.justgiving.com/teamingram2019) Alternatively, paper sponsor forms are available at both Tibshelf and Stonebroom surgery reception desks where you can leave a cash donation. Thank you.



Treatment Room Nurse Lindsey Rodgers is taking part in the Cancer Research Race for Life at Graves Park in Sheffield, the Helen's Trust 10k at Chatsworth and the Ashgate Hospice Sparkle Night Walk. She has also signed up for a half-marathon in October!!

She is pictured here on the Grassmoor 10k earlier this year which was just for fun.

If anyone would like to sponsor Lindsey you can leave a donation along with your name at any of our surgeries. Thank you.



# Are You Self-care Aware?

Changes to prescribing guidelines from the NHS mean that many medications used to treat minor illnesses will normally no longer be available on prescription. Instead, patients will be expected to purchase commonly used items over the counter at your local pharmacy or supermarket. The cost of prescribing these items has generally been a lot higher than the cost of purchasing them which is why the new measures have been brought into place. The posters below explain this in more detail:



## Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

**This applies to treatments for these conditions:**

Acute sore throat	Conjunctivitis	Coughs, colds and nasal congestion
Cradle cap	Dandruff	Diarrhoea (adults)
Dry eyes / sore tired eyes	Earwax	Excessive sweating
Haemorrhoids	Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sores of the lip	Infrequent constipation
Infrequent migraine	Insect bites and stings	Mild acne
Minor burns and scalds	Mild cystitis	Mild dry skin
Mild irritant dermatitis	Mild to moderate hay fever	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Mouth ulcers	Nappy rash	Ringworm / athletes foot
Oral thrush	Prevention of tooth decay	Teething / mild toothache
Sunburn	Sun protection	Warts and verrucae
Threadworms	Travel sickness	

## Measles Outbreak

Public Health England have announced that there have been outbreaks of Measles in some areas of the country.

Manchester has been badly affected but cases have also been reported as close as Derby.

We would advise any families not fully vaccinated to speak to a nurse or GP - particularly if there are un-vaccinated children attending school.

It is really important that everyone is protected against this disease!



An example of what the measles rash may look like

**Time to Talk**  
Friendship Group

Low mood?  
Isolated?  
Anxious?  
Want support?  
Stressed?  
Heads a shed?

*Improving adults' emotional wellbeing and mental health*

**Why not come along to 'Time to Talk'**  
Have a chat over coffee and cake in a friendly and relaxed atmosphere  
2nd and 4th Wednesday in the month at Stonebroom Methodist Church, High Street, (Near Chapel Street), Stonebroom, Derbyshire, DE55 6JT.  
Between 1pm and 3pm, £2 per person per session, which includes tea, coffee and cake. With the "Understanding Me" session at 1.45pm.  
For more information please call 01246 217070.

Healthy Future Group  
5 ways to wellbeing  
Derbyshire voluntary action  
Healthy North East Derbyshire Partnership

Designed and printed by North East Derbyshire District Council 10162

## Derbyshire Home from Hospital Support Service

The Derbyshire Home from Hospital Service provides practical support for vulnerable people leaving hospital, or those living at home but at risk of being admitted.

**Who can use the service?**  
Anyone who lives in Derbyshire (outside Derby City) or is registered with a GP in Derbyshire and has limited support from family or friends.

**What sort of help does the service offer?**

- Undertaking simple shopping
- Making sure the home environment is warm and comfortable
- Arranging for key safes to be fitted and community alarm or telecare systems to be provided if needed
- Supporting people to pay bills and make appointments
- Collecting medication prescriptions
- Helping people to find out about and access community activities to keep them connected to their communities
- Helping people to understand care options and plan what they need for the future
- Signposting people to other statutory, voluntary sector and community organisations as appropriate.

**Who can make referrals?**  
Anyone can make a referral including self-referrals.

**How to make a referral:**  
Please call 01283 817417 Monday to Friday, 8.30am - 4.30pm (an answerphone is available outside these hours) or email [home@dhfh.org.uk](mailto:home@dhfh.org.uk).

South Derbyshire CVS  
DERBYSHIRE County Council  
NHS  
The Volunteer Centre  
connext

## Your surgery needs you!

### Have you ever thought about joining our Patient Participation Group?

Our Patient Participation Group, or PPG for short, is run by volunteer patients and our practice manager to help strengthen the relationship between the practice and you, our patients.

Your PPG contributes ideas, feedback and suggestions to improve patient experience. If you'd like to know more or want to get involved, speak to someone on reception today.

Derbyshire Young Carers provides support to Young Carers across the county. If you are a young carer or someone you know is a young carer who needs support then call us on 01773 833833

### Carers Support Groups

**South Normanton**  
1st Thursday of the month 2:00pm – 4:00pm  
Market Close, South Normanton, Alfreton DE55 2EJ  
Contact: Janis Handley on 01246 559524 for more information.

**Chesterfield Carers Community Group**  
2nd Wednesday of the month, 2:00pm – 3:30pm  
Monkey Park Café, Chester Street, Chesterfield, S40 1DW  
Contact: Chesterfield Office on 01246 559524 for more information.

Find us on Social Media and online:



Staffa Health



@staffahealth



[www.staffahealth.co.uk](http://www.staffahealth.co.uk)

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