

Spring 2019

# Whitemoor Newsletter



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[www.whitemoormedicalcentre-belper.co.uk](http://www.whitemoormedicalcentre-belper.co.uk)

## Trouble getting an appointment? Try econsult!

We know that it can sometimes be really difficult to get a GP appointment – particularly at a time and with the GP that suits. As you will know from previous newsletters this is because demand for GP appointments has skyrocketed over the last few years .....and the resources to provide them haven't!

Therefore we have introduced a new feature on the practice website called econsult (check out the link halfway down our homepage) to try and help patients get the help they need in the most efficient way possible.

So why should patients use e consult?

### **Get Medical Advice 24/7**

With eConsult patients can check their symptoms anytime, anywhere, and receive on the spot medical advice and treatment guidance, be it in the middle of the night or at their desk during the working day.

### **Get the Answer Sooner**

eConsult effectively reduces the time to a successful patient outcome by educating patients on how to self-manage their symptoms at home and signposting them to the most suitable services that can provide effective treatment solutions.

### **Capture Critical Illness Earlier**

eConsult's online consultation form red flags any time critical or serious medical symptoms so patients can quickly seek out the urgent care and attention they need, without compromising their health waiting for a face-to-face appointment.

### **Diagnosis without Leaving Your Desk**

With eConsult patients are able to have their symptoms remotely assessed by their own family GP without the need to visit the surgery in person, negating the need to take time off work or use precious holiday days for the sake of a 10-minute consultation.

### **Medication at Your Convenience**

eConsult makes it possible for repeat prescriptions to be reissued without the patient having to make a GP facing appointment. The prescription can simply be collected at a local pharmacy of the patients' choosing; at a time that suits them.

***So what are you waiting for .....next time you think you may need a GP appointment try econsult first!***

## Dates for the diary

We will be closed for staff training on the following days between 13.00 and 16.00

- **Wednesday 17<sup>th</sup> April 2019**
- **Wednesday 15<sup>th</sup> May 2019**
- **Wednesday 19<sup>th</sup> June 2019**

## Reminders

Out of Hours cover:

If you need help when the surgery is closed

- Call 111
- Derby Walk in Centre, Osmaston Road – 8am-7.30pm
- Ripley Hospital Minor Injuries Unit – 8am-10pm
- Call 999 in an emergency

Remember pharmacists can help with minor ailments

Derbyshire Community Transport is available for anyone needing transport to & from the surgery who struggles with the bus. Call 01773 746652

## Friends & Family Test

The Friends and Family Test (FFT) is an important feedback tool in the NHS. The FFT asks people if they would recommend the services they have used and offers a range of responses. The results for Whitemoor are published monthly on our website.

This feedback from patients is really useful in helping us try and make our service work in the best way possible. You can participate by filling out the online form on our website or picking up a form from reception.

## Heath News: How to beat social isolation

**Older people are especially vulnerable to loneliness and social isolation – and it can have a serious effect on health.**

According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go for over a month without speaking to a friend, neighbour or family member.

People can become socially isolated for a variety of reasons, such as getting older or weaker, no longer being the hub of their family, leaving the workplace, the deaths of spouses and friends, or through disability or illness.

Whatever the cause, it's shockingly easy to be left feeling alone and vulnerable, which can lead to depression and a serious decline in physical health and wellbeing. Someone who's lonely probably also finds it hard to reach out. There's a stigma surrounding loneliness, and older people tend not to ask for help because they have too much pride.

### What help is out there?

Connecting with others after a period of isolation or loneliness is not always easy but there is help out there so people can make that important first step.

You can call [The Silver Line](#), a helpline for older people set up by Esther Rantzen, on 0800 4 70 80 90.

You can also call [Independent Age](#) on 0800 319 6789, [Age UK](#) on 0800 055 6112, or [Friends of the Elderly](#) on 0300 332 1110 to receive a weekly or fortnightly friendship call from a volunteer who enjoys talking to older people.

## PPG News

The 4 Clinical Commissioning Groups (CCGs) in Derbyshire are being combined into a single Derbyshire CCG. This larger CCG is being split into 8 Places. We are in the **Amber Valley** Place and we are waiting to hear how this will impact on services.

Due to proposals to build more housing in Nether Heage and extend the Whitemoor Estate Whitemoor's patient list may increase substantially. This means that the car park may be inadequate and the PPG is discussing this with the Practice.

Finally, changes are being made to the bus services that serve the surgery. From May 2019 the 6.2 and 6.4 services will stop at the Medical Centre. The 6.X bus service will end altogether.

If you have any comments or suggestions for the newsletter please let us know.