



PARKSIDE SURGERY NEWSLETTER

MARCH/APRIL 2019

LEAVERS ☹️ Dr Amy Hadfield will be leaving the practice on 2.4.19 to continue with her GP training.—we wish her well for the future.

STARTERS 😊 Dr Huma Hussain will be joining us for 4 months from 3.4.19 as part of her GP training.

Sarah Law joined the practice team on 5.3.19 as a Patient Services Coordinator.

EASTER CLOSURES

Parkside Surgery will be closed on Friday 19th April and Monday 22nd April

During these times if you need medical assistance then please ring 111.

If you would like a routine appointment when the surgery is closed you can book into the extended access clinic—see details below

DON'T FORGET TO "SPRING"
FORWARD YOUR CLOCKS ONE
HOUR TO
BRITISH
SUMMER TIME
ON SUNDAY
31ST MARCH



AMBER VALLEY HEALTH

Who are Amber Valley Health?

Amber Valley Health is a group of practices, including Parkside Surgery, working together to provide extra healthcare services,



What do Amber Valley Health do?

Amber Valley Health provides a hub for extended access appointments with a GP, an Advanced Nurse Practitioner or a Practice Nurse at Church Farm Primary Care Centre in Ripley

Appointments are available every weekday evening and on Saturday and Sunday mornings. These appointments are pre-bookable only by ringing your own surgery.

Currently opening hours are from 18.15 to 20.00 Monday to Friday, from 08.45 to 11.45 every Saturday and Sunday and 08.30—10.30 on Bank Holidays

APPOINTMENT ATTENDANCE

During January/February 8489 appointments were made with a member of the clinical team.
97.35% of patients attended the appointment they had booked.

Please help us to offer a better service by cancelling any appointments you are not able to attend so that someone else can benefit from them.

ONLINE ACCESS TO YOUR MEDICAL RECORDS

Did you know that just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app (ie Evergreen Life or SystmOnline). You can choose to:-

Book and cancel appointments with your doctor online, when it suits you.
Order repeat prescriptions. Some patients have found that they save money and time as they don't need to make a special trip to their

surgery to order repeat prescriptions. Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your own home. The type of information you will be able to see will depend on the access that you sign up for. Online services are free to use and are just another way of contacting the surgery. You can still ring us or come into the surgery in person like you do now.

CAR PARKING

The car park is used by all visitors to the Health Centre – please use when attending appointments/ visiting the centre **only**

STAFF TRAINING 2019

We will be closed from 1.30 pm on: -

13 March **17 April** 15 May **19 June** 17 July **18 Sept** 16 Oct **20 Nov**

Please ring 111 if you need medical advice after 1.30pm on these dates.

FRIENDS AND FAMILY TEST

10 patients filled in the friends and family test during January/February when asked how likely they would be to recommend the surgery to family or friends the responses were:-

Extremely likely ⑦ Likely ① Neither ① Unlikely ① Extremely unlikely ③

When asked whether the practice had improved over the past 12 months the response were:

I usually see Dr Henrick, he is always thorough, attentive and he always listens and treats you with respect. I respect him and trust him. The surgery staff have always been efficient, kind and understanding and I feel lucky to be a patient here.
THANK YOU TO ALL THE STAFF **(Thank you for your kind comments)**

Yea definitely. Love the on-line booking system.
(Thank you for your positive comments)

Not enough female Doctor's, poor service.
Can be slow answering phones and have on several occasions not issued repeat prescriptions when asked.
(We are sorry that we have not provided you with a good service)

Very well run practice

There is a short questionnaire you can complete either on our website www.parksidesurgery.co.uk or by asking at reception for a card to complete. If you choose to fill in a card there is a box on reception where you can put the completed card.

➔ TRAVEL VACCINATION INFORMATION ➔

As thoughts now turn to holidays please remember we only provide the following NHS vaccinations to our patients who are planning a trip abroad :-

Diphtheria/polio/tetanus * Typhoid * Hepatitis A * Cholera

These vaccines are usually free because they protect against disease thought to represent the greatest risk to public health if they are brought into the country.

If you require any other travel vaccinations not listed above please contact a travel clinic to discuss these —details can be found online.

We are unable to offer advice on which travel vaccinations are required for travel. This information can be sourced from either the internet or your travel agent. When you know which NHS vaccinations you require we will be happy to advise you of your immunisation status and book you an appointment.

Please ensure that you arrange your appointment at least **8 weeks** prior to travel for any vaccinations you require. If you do not give enough notice we cannot guarantee that we will be able to offer you an appointment within the appropriate timeframe for the vaccination to be effective.

SMS TEXT/EMAIL MESSAGE

We can send you a reminder of your appointment details the day before your appointment by text message or email. If you would like text message or email reminders please ask at reception. You will need to ensure that we have your up to date mobile phone number and/or email address either by advising us at reception or completing the "Update your Records" form on the Practice Website www.parksidesurgery.co.uk

PERSONAL DATA

Where we hold email addresses and mobile telephone numbers for patients we will only use them to send information regarding appointments, reviews or your medical conditions. If you decide that you do not wish to receive sms texts or emails from the practice please

PHLEBOTOMY CLINIC AT DERBY URGENT CARE CENTRE

ADULTS - WALK IN

Wednesday 16:00-19:00
 Thursday 16:00-19:00
 Friday 16:00-19:00
 Saturday 08:00-12:30
 Sunday 08:00-12:30

CHILDRENS BLOODS - Pre booked ONLY

Mondays 13:00-19:00 Tuesdays 08:00 - 10:30

TO BOOK A CHILDS BLOOD TEST
 APPOINTMENT, FROM AGES 2-12 - RING 0300
 1000 438—LINES ARE OPEN WEEKDAY'S
 BETWEEN 10AM AND 4PM.

AGED 40-74? HAVE YOUR FREE NHS HEALTH CHECK HERE!

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as: heart disease; diabetes; kidney disease or stroke. If you're over 65, you will also be told the signs and symptoms of dementia to look out for.

If you're aged 40-74 and you haven't had a stroke, or you don't already have heart disease, diabetes or kidney disease, you should have an NHS Health Check every five years.

How will the NHS Health Check help me? As well as measuring your risk of developing these health problems, an NHS Health Check gives you advice on how to prevent them.

The risk level varies from person to person, but everyone is at risk of developing heart disease, stroke, type 2 diabetes, kidney disease and some types of dementia.

Your NHS Health Check can detect potential health problems before they do real damage.

What happens at the NHS Health Check? An NHS Health Check takes about 20-30 minutes. The healthcare assistant – will ask you some simple questions about your lifestyle and family history, measure your height and weight and take your blood pressure; you will also be given a form to have some blood tests prior to this appointment so that the results of these can be discussed with you. Based on this, you will be given an idea of your chances of getting heart disease, stroke, kidney disease and diabetes. You will then receive personalised advice to lower your risk.

This could include talking about: how to improve your diet and the amount of physical activity you do, taking medicines to lower your blood pressure or cholesterol, how to lose weight or stop smoking

How do I arrange to have an NHS Health Check? Please ask at reception and if you are eligible you will be given a blood form and appointments to have your blood test and NHS check will be arranged for you.

PARKSIDE PATIENT PARTICIPATION GROUP



Who are we? We are a small group of patients who meet 6 times/year to help the practice and the patients.

What do we do? We hold coffee mornings where patients can come and chat to us.

What don't we do? We don't get involved in medical matters or discuss our own, family or friends medical problems

We would welcome new members of all ages who feel they could help. Our planned meetings are on 21 May at 1pm and 23 July at 6pm

Please contact Janet on 0772 962 4374 or Judith on 01773 835597 for more information or via email @ ppgparkside@gmail.com