

# PATIENT NEWSLETTER SPRING 2015

A JOINT PUBLICATION FROM APPLETREE MEDICAL PRACTICE / APPLETREE PATIENT PARTICIPATION GROUP



## MEDICAL STAFF

### PARTNERS

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Dr David Regan  
Dr Helen Fenwick  
Dr Sam Thomson

### DOCTORS

Dr Annalea Wyatt

### REGISTRARS

Dr Ahmed Osman  
Dr Hwe Ling Yeoh

### PRACTICE MANAGER

Stephen Leather

### NURSING TEAM

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Niki Field  
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Kate Moore  
Sally Cozens  
Jayne Morris  
Maggie Spencer

### HEALTH VISITOR

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### MIDWIFE

Tayo Stevens

### COMMUNITY MATRON

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June Mendham

### DISTRICT NURSE TEAM

Joanne Harvey  
Maureen Bradley  
Elizabeth Curran  
Gabrielle Key  
Chris Moss (HCA)

### RECEPTION MANAGER

Julie Allison

## patient PERSPECTIVE



Appletree Medical Practice has agreed with the Appletree Patients' Participation Group (PPG) to join editorial forces and jointly produce the Practice's regular seasonal Newsletter in partnership. The PPG feels that the Newsletter has always taken a patient perspective but that this closer involvement will reflect in the content and further strengthen the patient voice at Appletree. The Practice welcomes the move as an opportunity to ensure it is communicating on issues that really concern its patients.

## Name our Newsletter Contest

As this newsletter is the first produced jointly by the PPG and the Practice, we thought it is a great opportunity to ask you to suggest a title for the new publication. Ideally the name should have some relevance to Appletree and to the purpose of the newsletter but please keep your suggestions printable!

You can submit your ideas to [appletree.medical@nhs.net](mailto:appletree.medical@nhs.net) and the winning suggestion, selected by the PPG will receive a small token of our appreciation.

Enter The  
"Name the Newsletter"  
Contest!



If you have enjoyed reading this Newsletter and would like to ensure that you receive future editions, please go to our website [www.appletreemmedical.co.uk](http://www.appletreemmedical.co.uk) and click on the link 'Sign up to receive the Practice Newsletter'

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## ONLINE APPOINTMENT BOOKING

During 2013 the Practice introduced online appointment booking to improve patients' access to see a GP. Already this year we have increased the number of appointments available online benefiting patients using the internet and making it easier to get through to the Practice by telephone.

### ONLINE APPOINTMENT BOOKING ON THE MOVE

Download the Systmonline app (search for 'Systmonline' ) for your smartphones and tablets.



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## NAMED GP FOR ALL PATIENTS

All patients, including children, now have a named GP. This builds on the move last year to provide a named & accountable GP for patients over 75yrs old.



In the first instance you have been allocated a named accountable GP but if you have a specific preference as to which GP you wish to be assigned, the Practice will make all reasonable efforts to accommodate your request.

You can still make an appointment with any GP or nurse but the role of the named accountable GP is to take responsibility for the co-ordination of all appropriate services provided by the Practice and to use their clinical judgement to ensure they are delivered to each of their patients where required.

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## TWITTER AND FACEBOOK

Appletree uses a variety of methods to communicate with patients. The social networking sites Twitter and Facebook are increasingly popular with the young and old, so the Practice has introduced both to Appletree.



Important Practice information will be tweeted/posted alongside useful Health information and facts. Please feel free to "follow" or "like" the Practice.



## INFORMATION ABOUT A FRIEND OR RELATIVE

The Practice is often asked by relatives or carers for information concerning a patient e.g. blood test results, health advice, appointment dates and times etc.

Rules around confidentiality mean that the patient themselves must give consent to the disclosure of this information before it can be released to a third party although it is recognised that this can sometimes be difficult to obtain..

To allow us to release this kind of information to a relative or carer on a regular basis, the Practice requires the patient to complete a consent form and return it to the surgery along with proof of identification (e.g. passport, photo driving license, photo bus pass etc)

This form will be stored on the patient's medical records, alerting Appletree staff to whom they can release information.

Please ask at reception for more information.



## NEW GP REGISTRAR

At the beginning of April, we welcomed Dr Hwe Ling Yeoh to the Practice. Dr Yeoh will be with us for four months as a GP Registrar. Registrars are qualified doctors in the final years of their 8-9 years training to become fully qualified GPs. Dr Yeoh is in her penultimate year of training and we hope you will all make her welcome.

## CITIZENS ADVICE

**Free, confidential and expert advice on any problem**

Debt • Housing • Consumer • Benefits  
Employment • Family/Relationships



### Need advice?

Whoever you are, whatever the problem, we're here to help.

We have appointments at Appletree Wednesday mornings, please ask at Appletree reception or call us for further details on

**0844 375 2712**

**WEDNESDAY MORNING**



## Your feedback

Your feedback is important to us - please feel free to write to us with any comments or suggestions for any future newsletter. Please address these to:

Stephen Leather  
Practice Manager

This newsletter is also available to download from our website

## STAFF TRAINING



The surgery will be closed for staff training from 1.30pm on the following Wednesday afternoons:

**22nd April 2015**

If you need to speak to a doctor urgently, please telephone the out of hours service on 111



[duffieldactionplan.org.uk](http://duffieldactionplan.org.uk)

**HAVE YOUR SAY,  
GET INVOLVED,  
SHAPE OUR  
FUTURE**

Duffield is amazing,  
full of great people,  
together we can  
make it even better

# APPLETREE PATIENT PARTICIPATION GROUP



Are you interested in:

- Learning more about how Appletree operates?
- Having a voice and getting involved in shaping and improving health and health services in your local community?

If so, have you considered coming to a meeting of the

## Appletree Patient Participation Group (PPG)?

We have been in existence for over 3 years during which time we have worked with the Practice on a number of improvement initiatives; for example the new telephone system; practice literature; Carers' Forum to name just three.

Any patient registered at Appletree is welcome although we are particularly keen to have all age groups represented to reflect the age profile of the wider patient population. Young people with an understanding of social media; young families, and men aged between 30–55 years old are all under-represented groups at the moment.

We meet bi-monthly; the times and dates are posted on the PPG noticeboard at the Surgery and on the Practice web site [www.appletree.medical.co.uk](http://www.appletree.medical.co.uk). You would be very welcome.

David Nove, Chair.