



**August 2016**



**Melbourne and Chellaston Medical Practice**

## **NEWSLETTER**

### **Walk-in Centres work wonders**

Everyone will be aware that GPs are seeing more patients with more complex health needs.

We know this pressure makes it harder for people to get access to appointments, especially on the day and we are urging everyone to make full use of the local walk-in centre for minor ailments and injuries.

There's no need to book before going to the Urgent Care Centre and waiting times are shorter than A&E. Just walk in and you will be seen by one of the urgent care clinicians.

Many conditions can be treated for example:

- **Sprains and strains**
- **Minor burns and scalds**
- **Minor head injuries**
- **Bites, stings and allergies**
- **Persistent coughs**
- **Severe sore throats**
- **Rashes**
- **Infections**
- **Sudden worsening of long-term conditions**



### **Derby Urgent Care Centre (DUCC)**

Entrance C, London Road  
Community Hospital,

Osmaston Road, Derby,  
DE1 2GD

### **IMPORTANT - Flu clinics book now!**

Flu clinic dates have been released, as follows:

#### **Chellaston -**

Saturday, 17th September 9am to 12 noon

Wednesday, 28th September 2pm to 5pm

#### **Melbourne -**

Wednesday, 21st September 2pm to 5pm

Saturday, 24th September, 9am to 12noon

If you are eligible for a free flu jab, please contact reception to book your slot.

### *Appointment reminders...*

Patients are reminded to book in at reception when they arrive so staff are aware they are waiting to be seen.

Also, anyone more than 5 mins late for an appointment may have to wait to be seen at the end of clinic time as other patients will be seen at the appointed time.

And please tell us if you can't keep your appointment. There were 11 non-attenders at Melbourne in one day recently and these appointment times were wasted.

# Accessible Information Standard

Anyone who needs clearer information to be provided in a format to suit them can make a request to the Practice or may be asked by staff if they have any requirements under the new Accessible Information Standard.

This means information or support should be provided in a way to suit the patient - for example: braille, Makaton, large print, hearing, easy read or signing support. This information will be noted on the patient's record.

New patients will have the chance to make their needs known when they complete the registration form.

Also, armed forces veterans are entitled to faster access to NHS services for any medical condition caused as a result of their military service. Please let us know if you'd like to have your military status added to your records.

For further help with either of these matters, please contact Practice Liaison Officer Pam Beecham on 01332 770077 or email [pamela.beecham@nhs.net](mailto:pamela.beecham@nhs.net).

## National GP Surgery

**You may have seen local reports of our results in the national GP survey.**

**To put this into context, 219 surveys were sent out and 123 returned, about 56% and representing 0.8% of the whole Practice list of 14,700 patients.**

**We scored well on patients having trust and confidence in their GPs and nurses. Areas for improvement mainly centred on access to appointments which the Practice is currently reviewing.**

## *Lynn Daly - new Nurse Manager*



We are delighted to welcome Lynn Daly to the post of Practice Nurse Manager.

Lynn is a highly experienced senior nurse, having been a practice nurse for 28 years. Her wide range of skills include long-term conditions, such as asthma and diabetes, family planning and cervical smear tests.

Lynn has previously worked at medical centres in the Derby area and will be based at Chellaston surgery for three days, on Monday, Thursday and Friday and at Melbourne on Wednesday.

## Friends and Family Test

A new Friends and Family Test is running up until October.

In addition to the national question on whether you would recommend the surgery, we are also seeking your views on reception.

Paper slips are available at each surgery and an electronic version can be completed through our new website.

## New GP rota

We are trying out a new system with a dedicated GP covering both sites each day on a rota system, handling such tasks as general queries, prescriptions, telephone calls and visits.

There was a slight delay while this rota was finalised so our apologies to everyone who had problems booking an appointment during this period.

## Care Quality Commission

Thank you to everyone who took part in the recent inspection visit. The CQC report is expected soon.