

MEDICAL STAFF PARTNERS

Dr Ruth Hewitt
Dr Mark Browne
Dr David Regan
Dr Helen Fenwick
Dr Sam Thomson

DOCTORS

Dr Annalea Wyatt

REGISTRARS

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Dr Jennifer Clark

PRACTICE MANAGER

Stephen Leather

NURSING TEAM

Val Steele
Niki Field
Angela Gitto
Kate Moore
Sally Cozens
Jayne Morris
Maggie Spencer

HEALTH VISITOR

Mary Pearce
Rachael Andrews

MIDWIFE

Tayo Stevens

COMMUNITY MATRON

Julie Kelemko

CARE CO-ORDINATOR

June Mendham

DISTRICT NURSE TEAM

Amanda Clark
Amber Marsden
Chris Moss (HCA)

RECEPTION MANAGER

Julie Allison

THE NHS FRIENDS AND FAMILY TEST

From 1st December if you visit Appletree you will be asked about whether or not you would recommend us to your family and friends, if they need similar treatment or care.

How does it work?

When you visit Appletree for care or treatment, you will be given the opportunity to give your feedback by answering a simple question about your experience:

“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”

You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

You will also be invited to tell us:

“Why you have answered the first question the way you have!”

Your response is anonymous and you will be able to post the completed survey in a ballot box in reception.

If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

The Friends and Family Test results will be published in the Surgery and on our website.

How will the results be used?

The information will give Appletree invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help the surgery to make improvements for patients.



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 and click on the link 'Sign up to receive the Practice Newsletter'

THE NHS FRIENDS AND FAMILY TEST—CONTINUED

The Friends and Family Test has already been successfully rolled out in hospitals across the country and is proving to be valuable in obtaining patient experiences.

For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily



SUMMARY CARE RECORD ONLINE

Your Summary Care Record (SCR) is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Systmonline now has the facility for you to view your Summary Care Record (SCR) online.

Summary
Care
Records

If you are an existing user of Systmonline, please ask at reception to activate this facility.

Systmonline offers access to appointments, repeat prescriptions, questionnaires, nominated pharmacies etc 24 hours of the day, 7 days of the week via the internet. If you are interested in using this service, please ask at reception—you will need two forms of identification (one item from each of the following lists):

- **Personal ID:** Current passport, photocard driving licence, birth certificate etc.

AND

- **Address ID:** Utility bill, bank statement or council tax etc (with your name, address and dated within the last 6 months).

You will then be given your confidential login information.

All information that is sent to the Surgery via Systmonline is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and the surgery are able to see this information.

systmonline
BOOK REQUEST REGISTER

2014 FLU VACCINATIONS



At the time of publication we are nearly half way through the Flu Vaccination season. If you are 65 years or older or think you may fall into one of the risk groups for a free NHS flu vaccination, please contact the surgery.

To find out more information on the criteria, please go to www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx or telephone the surgery.

NEW DOCTOR

We are delighted to welcome Dr Annalea Wyatt to the practice. Dr Wyatt completed her GP training down in the gritty inner-city area of South East London, before heading to the more leafy suburbs of Notting Hill and Chiswick.

She is originally from Belper and went to school in Derby, so is enjoying being home, and bringing her two children up amongst the beautiful Derbyshire countryside.

Having started in Early September some of you will have already met Dr Wyatt, but she is stepping into Dr Claire Stevens' role who has left the practice to follow her passion of volunteering at a Gynaecology Camp in Nepal.



APPLETREE FACTS AND FIGURES

Appletree Medical Practice currently has 11,019 registered patients; 5,604 females and 5,415 males.

45% of these patients live in Duffield and 18% in Little Eaton, so the remaining 37% of patients live anywhere else within our practice boundary (see boundary picture).

During September our average weekly statistics were:

- 645 Doctors appointments (10 minute appointments)
- 426 Nurses appointments (appointments range from 10-30 minutes)
- 162 Telephone appointments
- 1150 prescriptions issued
- 519 Letters received, processed and actioned
- 192 Letters sent to patients, insurance companies etc.
- 88 Referral letters typed and processed
- 1292 telephone calls received
- 6 hrs 30 minutes of missed appointments



So as you can see, we are kept extremely busy and there is never a dull day!

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:

14th January 2015

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



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**

CAR PARKING AT APPLETREE

We are fortunate to have a car park with 38 spaces at Appletree, but at times it can be full to capacity. A recent survey of patients visiting the Practice indicated that on occasions, difficulty in finding a parking space was an issue for them.



Our priority is to keep as many spaces as possible free for patients to use. So whilst our clinical staff – doctors, nurses and District Nurses - who come and go throughout the day, or may be called out on an emergency, do use the car park, others (including pharmacy staff), are encouraged to restrict their use to quieter days, walk or cycle to work or park on Eyes Meadow whenever possible. Of course this last option is less feasible during the winter months as anyone who has used the railway underpass after dark will appreciate.

We also have to contend with "non-authorised" parking as nearby residents, dog walkers and shoppers use the car park as a base for their activities. We try to police this aspect to the best of our abilities and there are signs around the perimeter to this effect.

So if you arrive to find the car park full please be patient - spaces WILL become free as other patients finish their appointments or pharmacy visit. Giving yourself an extra 5 minutes to get to the Practice may help, but you can be assured that we do appreciate the difficulties and make allowances for late arrivals as a result of car parking delays.

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. 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. You would be very welcome.

Sonia Rafferty, Chair.