



Patient Newsletter Spring 2019

Staff News

It is with sadness that we say farewell to Nurse Dawn Mansfield at the end of January. Dawn is retiring after working for the practice for 33 years. She will be greatly missed by her colleagues and patients. I am sure you will join me in wishing her well in her retirement.

We are delighted to welcome Yvette Hutchinson to the practice who replaced Dawn as a Practice Nurse. Yvette brings a wealth of knowledge, skills and experience to the post and is a welcome addition to the nursing team.

We are also delighted to welcome Caroline Sterland to our administration team who joined us during the

autumn and say farewell to Sarah who left Dispensary in December.

We are in the process of recruiting other staff so watch this space!

Please note the future dates this year when the practice will be closed for staff training between 1.30–6.30pm.

Future dates are:

- 23rd January
- 13th February
- 13th March
- 17th April



when it's less urgent than 999

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?



News In Brief:

- Don't forget to book your annual review if you have a long term condition
- See our Practice website for our new Privacy Notice and how we use your personal information
- Practice opening Hours: Mon–Friday 8-6.30pm
- Dispensary Phone Line 9am–1pm Monday to Friday
- Don't forget our extended access evening appointment 6pm– 8pm Monday to Friday

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TALKING MENTAL HEALTH DERBYSHIRE

South Dales Extended Access Service

The General Practice Forward View (GPFV), published in 2016 set out to transform primary care services through to 2020. One of the key drivers within the GPFV is to provide more convenient access to primary care at evenings and weekends. By 1st October 2018 the Mandate required that 100% of the country will benefit from extended access to GP appointments

at evenings and weekends (including Bank Holidays).

The practice is working with the 4 surgeries in the South Dales area to offer appointments for acute minor ailments from 6:00pm– 8:00pm Monday to Friday and 9:00am– 12:00pm Saturday & Sundays.

Where and When

Mondays: Hannage Brook Medical Centre

Tuesdays: Ashbourne Medical Centre

Wednesday: The Surgery Ashbourne

Thursday: Brailsford & Hulland Surgery

Friday: Ashbourne Medical Practice

Saturday & Sunday :

St Oswald's Hospital Ashbourne

Book appointments via reception

We welcome your feedback to help improve the quality of the service we provide. Please complete a Friends and Family survey available at reception or provide feedback on line at www.nhs.uk/services



NHS choices
www.nhs.uk



Sepsis

Sepsis is the body's overwhelming and life-threatening response to an infection which can lead to tissue failure, organ damage and death.

Sepsis can happen as a result of any infection. There is no one symptom of sepsis

What are the signs of Sepsis?

Sepsis can initially feel like flu, gastroenteritis or a chest infection.

If you develop any of the following you **must seek medical help urgently**:

Slurred speech or confusion
Extreme shivering or muscle pain
Passing no urine (in a day)
It feels like you're going to die
Skin is mottled or discoloured

SEPSIS IN ADULTS IS A SERIOUS CONDITION

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects more than 250,000 people every year in the UK.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

Seek medical help urgently if you develop any or one of the following:

Slurred speech or confusion
Extrême shivering or muscle pain
Passing no urine (in a day)
Severe breathlessness
It feels like you're going to die
Skin mottled or discoloured

JUST ASK
"COULD IT BE SEPSIS?"
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.

WHAT CAN YOU DO TO PREVENT SEPSIS?



1 Get vaccinated against the flu, pneumonia, and any other infections that could lead to sepsis. Talk to your doctor for more information.



2 Prevent infections that can lead to sepsis by

- **Cleaning** scrapes and wounds
- Practicing good **hygiene** (e.g., hand washing)



3 Know that time matters. If you have a severe infection, **look for signs** like: shivering, fever, or very cold, extreme pain or discomfort, clammy or sweaty skin, confusion or disorientation, short of breath, rapid breathing, and high heart rate.

Book your Appointments and order your Repeat Prescription

The Practice continues to run a campaign to increase the use of Online Services. NHS England contractually requires Practices to increase their digital offer to patients by offering a number of online services. In the current challenging environment IT services not only improve the quality of care through enhancing patient experience of services but also enables practices to realise the benefits of reduced administration burden and eliminating errors that could arise through ordering prescriptions over the telephone.

Did you know you can do the following online 24 hours a day 7 days a week:

- Book GP appointments, blood tests and medication reviews
- Cancel appointments
- Request any repeat prescriptions
- Change contact details
- View part of your medical records

To register for our online services

you will need a user name and password to log into our website. This must be requested in person at the reception desk. You must provide photographic ID that has your name on (e.g. passport, driving license).

There is also an app that is available for smartphone and android users that can be downloaded for free from the App Store—search for SystemOnline.

Our Patient Participation Group will be holding help and demonstration sessions on online services, please ask at reception if you would like to attend.



Recognising a Stroke

A stroke is a serious, life-threatening condition that occurs when the blood supply to part of the brain is cut off. Strokes are a medical emergency and urgent treatment is essential because the sooner a person receives treatment for a stroke, the less damage is likely to happen.

If you suspect that you or someone else is having a stroke, **phone 999** immediately and ask for an

ambulance.

ACT FAST!



Annual Reviews

If you suffer from a medical condition that may have an ongoing impact on your health we recommend that you have an annual review. Some conditions require

monitoring with blood tests or other tests such as breathing assessments or urine tests.

Reviewing your condition on an annual basis will enable us to check that you are taking the correct medications. By taking responsibility for your medical condition you can

help ensure that you are receiving the best possible care and support.

If you have not received a letter inviting you for a review please contact reception to book an appointment.

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“We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us. Please help us make the best possible use of vital NHS resources”

If you would like to receive the practice Quarterly Newsletter via email please either complete the Communication Consent Form (attached) or go to our website where you will find the form to complete online in the ‘News’ section

www.ashbournemicalpractice.co.uk

Patient Participation Group (PPG)



The Practice needs to engage with patients. The Patient Participation Group was developed to ensure regular engagement with a representative sample of the Practice population, and needs to have a structure that reaches the broadest cross section of the patient population. The role of the PPG includes:

- ◆ Being a critical friend to the practice;
- ◆ Advising the Practice on the patient perspective and providing insight into the quality of the service;
- ◆ Encourage patients to take greater responsibility for their own and their family's health;
- ◆ Carry our research into the views of those that use the service;
- ◆ Organising health promotion events;
- ◆ Regular communication with the patient population;

The PPG is always looking for new members. We are particularly looking to recruit new members and parents with children, so that we can fully represent the patient population.

If you think you would like to play a part in this group, providing a vital link between the Practice and the patients, please ask for details at reception or see the PPG section under ‘Have your Say’ on our website; or simply come to a meeting. Ask at reception for details. You will be very welcome!

PPG Chair