



Patient Newsletter Summer 2018

News In Brief:

- Don't forget to book your annual review if you have a long term condition
- See Practice website for our new Privacy Notice and how we use your personal information
- Practice opening Hours: Mon–Friday 8-6.30pm
- The surgery is open between 6.30pm–8.30pm on a Tuesday evening
- Dispensary Phone Line 9am–1pm Monday to Friday

Inside this issue:

- Staffing Update **1**
- 70 years of the NHS **1**
- Be Safe in the Heat **2**
- Cancer Screening Programmes **2**
- On-line Services **3**
- Self Care in Derbyshire **3**
- Flu Vaccination **3**

Staff News

It is with sadness that we say farewell to Dr. Debbie Kennedy this month. Dr. Kennedy is leaving the practice to take up a new position in a nearby practice. Debbie has been with the practice for over 10 years and will be greatly missed by her colleagues and patients. I am sure you will join me in wishing her well in her new position.

We will also be saying farewell to our two GP Registrars, Dr. Bernadeta Bridgwood and Dr. Alex Smith over the summer. We wish them well in their future careers.

We are delighted to welcome a new receptionist to our practice, Julie Richardson. Julie brings a wealth of

knowledge and experience to the post and is a welcome addition to the reception team.

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

- 11th July
- 12th September
- 17th October
- 14th November



when it's less urgent than 999

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



Celebrating 70 Years of the NHS 1948 –2018

The National Health Service is turning 70 on 5 July 2018. Over the last 70 years, the NHS has transformed the health and wellbeing of the nation and become the envy of the world. We are proud of our NHS. None of this would be possible without the skill, dedication and compassion of NHS staff, as well as the many volunteers, charities and communities that support the service.

To mark 70 years of the NHS St Oswald's hospital are holding a vintage tea party on Friday the 13th July between 2-4pm.

There will be refreshments, a tombola, raffle and other stalls plus music from the 40s and 50s from a local singing trio The Foxgloves.

Everyone is welcome.



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



Top Tips for Keeping Cool In a Heat Wave

SUMMER TIPS TO AVOID DEHYDRATION

- 1 Drink sufficient amount of water daily
- 2 Track your daily water consumption
- 3 Reduce intake of beverages that contains caffeine
- 4 Always drink filtered water for better hydration

Cancer Screening Programmes

Screening helps diagnose cancer early by looking for signs of the disease.

It is for people who feel healthy and don't have any symptoms.

You should read the information you are sent with your invitation for screening carefully to decide if you want the test.

Cervical Screening:

Cervical screening has been shown to save around 5000 lives every year.

Regular screening prevents 8 out of 10 cancers from developing.

The test only takes 5 minutes and is the best way to reduce your risk of cervical cancer. For these reasons, we encourage you to consider booking an appointment to come in for the test.

Bowel Screening

The bowel screening is designed to pick up bowel cancer at an early stage by looking for blood in the

poo. When you are eligible you will be sent a testing kit in the post. Testing doesn't take long, can be done at home and then sent for testing

Breast Screening

15,500 breast cancers diagnosed through screening each year.

1300 lives are saved a year

Early diagnosis of cancer increases your survival rates.



Book your Appointments and order your Repeat

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:

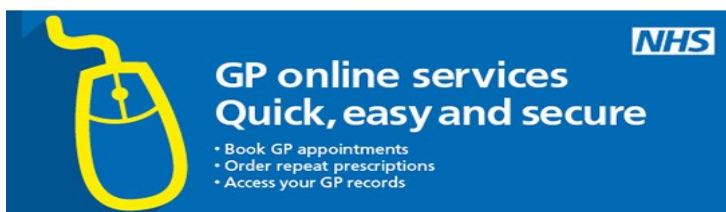
- Book GP appointments, blood tests and medication reviews
- Cancel appointments
- Request any repeat prescriptions
- Change contact details
- View part of your medical records

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.



Self Care in Derbyshire

Self-care is widely acknowledged as an important solution to managing demand and keeping the NHS sustainable. It is estimated that supporting individuals to self-manage common minor ailments like coughs and colds would increase the number of appointments available for

patients with more serious complex and life limiting condition and would also enable GP practice to be in a position to increase the length of time for each appointment. In supporting this approach the CCG is removing medications for certain conditions from routine prescriptions which can be purchased over the

counter at the local chemist or pharmacy. Implementing this self-care policy will also release money to treat condition such as heart disease and diabetes.

We ask patients to support the practice clinical staff in implementing this policy.

“We would like to know how we can improve our service to you and how you perceive our surgery and staff. Please have your say” Join the PPG

Flu Vaccination

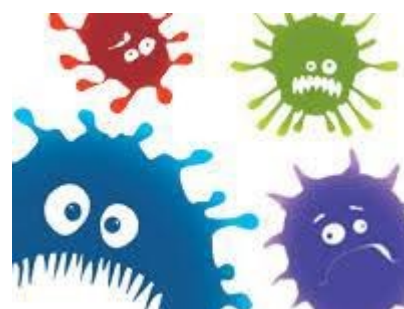
Last years Derbyshire Flu programme was very successful. Derbyshire has continued to have a year on year improvement in all patient at risk groups with the majority of GP practices delivering the vaccinations.

Although the sun is shining we are starting to already plan this years programme and want to specifically improve our uptake of patients under 65years who are at risk as well as women who are pregnant.

Watch this space and look out for details on our website and in the surgery.

Appointments will be available to book from September.

Don't leave it too late!



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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 available at reception 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!

We are planning an informative Diabetes Awareness talk to be held in the autumn, delivered by Dawn Mansfield, Practice Nurse. All patients, family members, friends, those who may be at risk of diabetes or those who just want to find out more are invited to attend. Further information and date to follow.

PPG Chair