



Chapel Street/Mayfield Road Medical Centre

December Newsletter 2019

The Partners and Staff would like to wish you all a happy and healthy  
2020

## CHRISTMAS OPENING HOURS

Mon, 23 <sup>rd</sup> Dec 2019	Open normal hours	Sat, 28 <sup>th</sup> Dec 2019	CLOSED
Christmas Eve	Open normal hours	Mon, 30 <sup>th</sup> Dec 2019	Open normal hours
Christmas Day	CLOSED	New Years' Eve	Open normal hours
Boxing Day	CLOSED	New Years' Day	CLOSED
Fri, 27 <sup>th</sup> Dec 2019	Open normal hours	Thurs, 2 <sup>nd</sup> Jan 2020	Surgery re-opens at 08:00am

SHOULD YOU NEED A DOCTOR OR ADVICE WHEN WE ARE CLOSED,  
PLEASE PHONE

**111 (free of charge)**

***PATIENTS ON REPEAT MEDICATION, PLEASE ENSURE YOU HAVE  
ENOUGH TO LAST***

### Medicines Order Line Christmas Opening Times

Closed 25<sup>th</sup>, 26<sup>th</sup> December and 1<sup>st</sup> January 2020

Prescriptions due on the 24th December through to the 8th of January can be  
collected up to 2 weeks early.

## Medicines Order Line (MOL) (Change of opening times)

From 18<sup>th</sup> November 2019 The Medicines Order Line (MOL) is now open Mon-Fri (excluding bank holidays) **8am-4pm**. To order your prescription please call 0115 8550260.



## Staff Farewells

We were sorry to say goodbye to Jonathy (Receptionist), and sadly at the end of March 2020 we will say goodbye to Dr Iserloh. We wish them both well in the future.



We welcome Ashley Hudson (HCA) and Dr Neely who will be joining us on 12/12/19. We wish them both a very warm welcome.

## Patient Participation Group

We have a patient participation group, made up of patients who meet approximately once a year to discuss our practice, the needs of our patients and the services we provide. If you are interested in becoming an active member of this group, please contact the surgery.

## Flu vaccination

All patients aged over 65 and those aged 18 - 65 with a long term condition including, but not limited to COPD, asthma (taking regular 'preventer' inhalers), heart, liver or kidney disease are advised to have an annual flu vaccination. **WE STILL HAVE VACCINE IN STOCK FOR ANYBODY NOT YET VACCINATED.** Please book on-line, call or visit your usual surgery to book in asap. **When they are gone they are gone!**

There is a national delay to the children's flu vaccination programme. We have very limited stocks and have been asked by NHS England to prioritise risk groups first. We will text in group order those eligible as soon as we have availability. **PLEASE ENSURE WE HAVE YOUR UP TO DATE MOBILE PHONE NUMBER.**

## Keep well this winter

- **Feeling unwell? Don't wait – get advice from your nearest pharmacist.**
- **Make sure you get your flu jab**
- **Keep warm – heat your home to at least 18°C (65°F)**  
Keep your bedroom window closed on winter nights  
Keep active when you are indoors  
Wear several layers of light clothes  
Make sure you're receiving all the help that you are entitled to  
Check your heating and cooking appliances are safe.
- **Check your medicine cabinet**
- **Prescriptions** – Make sure you get your prescription medicines before your pharmacy or GP practice closes for Christmas
- **Look out for other people**
- **Make sure you are stocked up with enough food supplies**
- **Wear shoes with a good grip and a scarf around the mouth**

# THINK TWICE

The NHS in Derbyshire is under tremendous pressure today

Where you can, please help by:

- Calling NHS 111 for free advice on your care
- Treating yourself for minor ailments, using your pharmacist
- Not using A&E as a convenience, you may risk the care of people who are seriously ill
- Visiting a Minor Injury Unit for injuries that aren't life-threatening

## SIGNPOSTING - coming to this surgery January 2020



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### **What is this?**

- A process which includes the receptionist asking the patient what their call is about. The receptionist will then book the patient in to either see or speak to the most appropriate clinician. This may be the Dr, ACP, Nurse or they may call 999 or advise the patient to go to A&E, walk in centre, offer a hub appointment or maybe direct them to the pharmacist, dentist or midwife. This will ensure that the patient is connected to the most appropriate service (not just booked with a Dr/Clinician), at the most appropriate time.

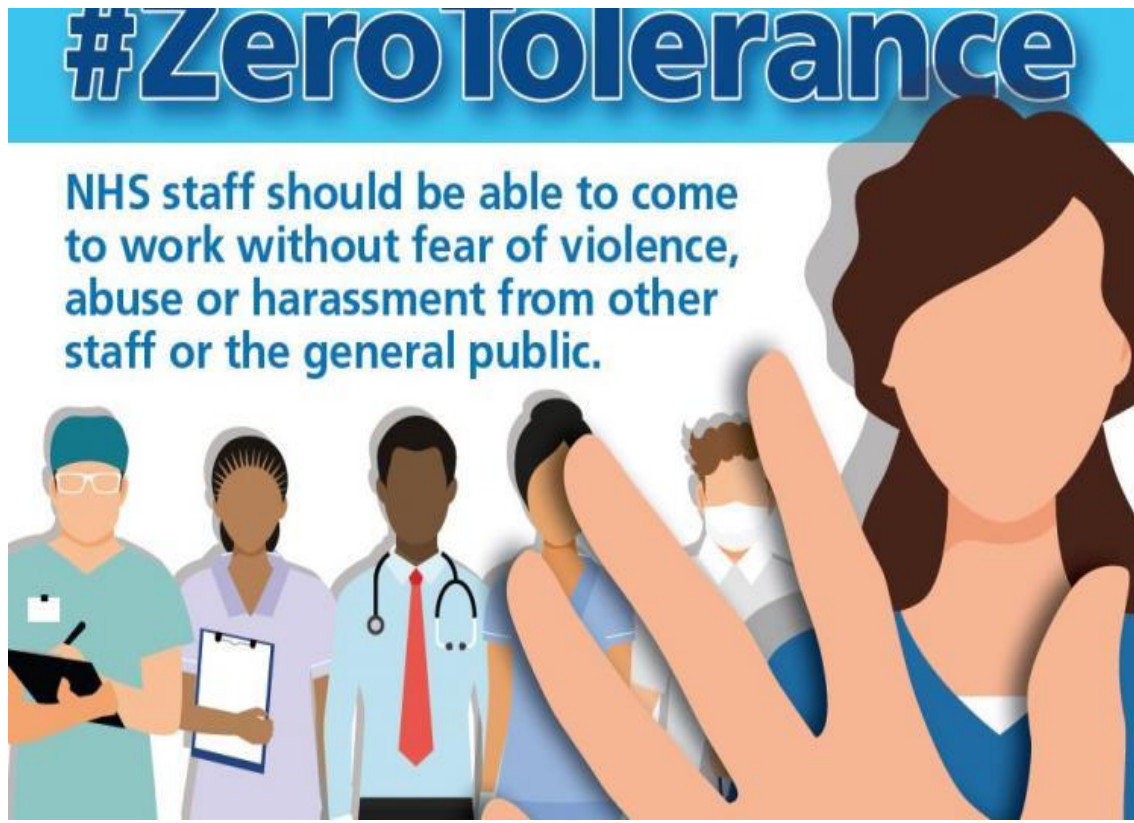
### **Patients can be assured that:-**

Receptionists are:

- All trained to follow GP agreed pathways of who and when to book an appointment or refer them to.
- Not being nosy
- Bound by confidentiality rules the same way as Doctors and Nurses
- Not offering clinical advice

**Look out for the information on our website, leaflets,  
and posters.**

## APPOINTMENTS



We are aware that we still have our issues. We would love to be able to offer our patients more appointments but unfortunately the demand for appointments outweighs the supply. GP's are retiring and there is a national shortage of doctors and nurses wanting to work in general practice.

We are proud of every member of our team, they work in general practice because they care and want to help. It is lovely to get a simple "thank you" from a patient. However, we do get shouted and sworn at which will not be tolerated.

Please do not take out your frustration on members of our team, no-one comes to work to be verbally abused.



### Personal Information

Please ensure we have your up to date address and telephone number. If you are not receiving text messages from us re appointment reminders and other important information please ensure we have your correct mobile number.

## ARE YOU A CARER OR BEING CARED BY SOMEONE? YOU CAN REGISTER AS A CARER AT YOUR GP PRACTICE

A carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or addiction and cannot cope without their support. The care they give is unpaid.

It is very helpful for the practice to know that you are a carer. If you are a carer or a cared for person we can record this information on your notes to help us help you.

If you are a named carer we need to make sure that you stay well to be able to look after the person you are caring for.

### The practice offers:

- Flu vaccinations
- Access to support from the Care Coordinator
- Carers information packs containing a lot of useful information which are available at reception.

