

## CHESTERFIELD MEDICAL PARTNERSHIP

### PATIENTS' GROUP - NEWSLETTER Summer/Autumn 2015



[A message from your New Chair:](#) Welcome to the Summer/Autumn 2015 edition of the Patients' Group Newsletter and a special message from your new Chair. After four excellent years service, to both the Group and C.M.P., our Chair, Gary McGrogan, has sadly decided to stand down and all the group wish him well for the future and thank him for his excellent leadership as our first Chair. In the four years that the PPG has been in existence we have achieved a great deal in partnership with the excellent staff of C.M.P. and I promise that this important work will continue.

As your representatives we will ensure that the following issues are kept under review and, resources permitting, we will endeavour to improve on the service already provided:

- More G.P./Nurse Practitioner appointments
- Prioritizing availability at peak times to try and meet demand
- Ensure that staff vacancies are filled as quickly as possible to minimise loss of service
- Continue our quest for a Minor Ailments 'drop in' clinic
- Improved communication between staff and patients
- Informing patients of what is happening in CMP, particularly through the P.P.G.

Can I take this opportunity to thank all the dedicated core of P.P.G. members who attend our monthly meetings and support the work of the group. Without their support we would not have achieved what we have.

Kindest regards to all our patients - Kenneth Heap (Chair from 19th August 2015)

### Early and late appointments (Extended Hours)

This issue is an excellent example of one of the many things that the group has achieved. In our last Newsletter we had to reluctantly inform patients that, mainly due to the cost of staffing, the early morning appointments on a Thursday were being reduced to one week in four rather than every week.

After a strong representation by the P.P.G. our Practice Director has reconsidered this issue and re-instated the early **Thursday** morning surgery **from 07.00 hrs.**, for G.P. appointments, back to **every** week at Ashgate, as well as extended hours in the evening **every Tuesday** also at **Ashgate**. Phlebotomy appointments (blood tests) are also offered **from 07.00 hrs. every Thursday** at both the Ashgate and Whittington sites. I am sure all Patients, particularly those who are working or have children at school, will welcome this achievement and valuable service.

The pressure on getting an appointment is still acute due to an aging population and external factors, such as some patients moving from the former Holywell Practice to C.M.P.

### **Book an appointment on line to avoid the 08.00 telephone rush**

Booking a non urgent appointment on line, through the surgeries web site, to see a doctor is becoming more and more popular and avoids the early morning rush at 08.00 hrs.

**Please** remember, if your need to ring the surgery is not urgent, i.e. prescription queries, general enquires etc. then please ring later in the day and not at 08.00, as this just clogs the phones for patients trying to make urgent appointments that day.

Unfortunately online appointments with a nurse cannot be made as the length of the appointment varies so much.

### **Holme Hall Surgery**

Funding has been secured to carry out much needed improvements and refurbishment to our Holme Hall Surgery and it is hoped that the work will start at the end of October 2015 and will last for approximately 2 weeks, during which time the Surgery will be closed due to Health & Safety requirements.

### **" You said...we did..."**

This matter is a regular feature on our monthly agenda. Our Practice Manager takes comments from the book on reception and feeds back to us what C.M.P. has done to address any complaints that patients have made, but also ensuring that all positive comments are also fed back to the staff.

### **Continuing Professional Development**

It is important that the Patients' Group are up to date with current issues and any additional services that are available to our patients. Over the last six months we have received presentations on the following issues:

#### C.M.P. Practice Care Co-ordinator - Marie Flint

This is a new post set up under the 21st Century Care initiative and Marie is based at our Ashgate Manor Practice but also covers the Chatsworth Road Medical Practice on Storrs Road. Her CMP role covers approximately 100 patients, most of which are elderly or have complex health needs. She co-ordinates several services both clinical and Social so that patients can, wherever possible, remain in their own homes with the right level of support (known as a 'virtual ward'). This helps prevent hospital 'bed block' where previously patients were ready for discharge but could not go home because the right support services were not in place.

#### End of Life Management

Jane Fenton, who is a Macmillan Community Specialist and who covers several practices in our locality, including ours, gave a presentation on the management of the 'End of Life' process and the support that is available. For further information please visit: [www.dchs.nhs.net/end\\_of\\_life\\_toolkit](http://www.dchs.nhs.net/end_of_life_toolkit)

#### The Wellbeing Service

This is part of a new initiative through Public Health Derbyshire whose vision is to 'Live Life Better in Derbyshire' and focuses on dealing with the symptoms and causes of illness arising through a poor or unhealthy lifestyle. There is a representative in each surgery and ours is Anna Harvey who is with us every Friday, alternating between Ashgate and Whittington Surgeries and also at Holme Hall on a Thursday morning. The four main areas which the Wellbeing Service concentrate on are: Improving Wellbeing;

Losing Weight; Stopping Smoking and Getting Active and Anna can help you with a Personal Wellbeing Plan with small achievable goals. So, if you think this can help you then please contact Anna at the Surgery.

### Staffing Update

Sadly, since the last edition of the Newsletter we have had to say goodbye to two excellent G.P's. Dr. Grant has moved on to another role within the NHS in the training of new G.P's and Dr. Andrew has retired after many years as a wonderful G.P. with us. They will both be greatly missed and we wish them all the very best in either their new roles or a well deserved retirement.

We welcome back Dr. Sarah Todd and also offer a new welcome to Dr Tallantyre. Dr Dhillon is on maternity leave and will hopefully return in 2016.

We also welcome our new 'in house' Pharmacist Rachel Smith, who many of you will already know from Peak Pharmacy at Ashgate. Rachel will now be working for us at Ashgate four days a week and you can make an appointment to see her via reception for any issues relating to Medication Reviews or prescription queries. Rachel can also prescribe.

### Procedures of Limited Clinical Value

There will be a change to some clinical procedures that may, in the past, have been relatively routine and which have been identified as an area in which the NHS can make considerable savings. This doesn't mean that these procedures will no longer happen, but there will be a much stricter criteria which our doctors will have to ensure the patient meets. The Procedure list is quite extensive but the following are some key examples: Exploratory knee investigations by camera (as an MRI scan gives much better results); Tonsillectomy; Cosmetic procedures; Haemorrhoidectomy and Varicose veins.

### Flu 'Jab' Clinics - Autumn 2015 - Dates for your diary/calendar

***Ashgate Surgery - Saturday 26th September 2015 - 08.00 - 15.00 hrs.***

***Holme Hall - Monday 5th October 2015 - 14.00 - 16.00 hrs.***

***Whittington Surgery - Saturday 10th October 2015 - 08.00 - 13.00 hrs.***

**On Friday 25th September 2015, from 10.00 until 15.00 hrs,** there will also be a coffee morning in the Cafe area at Ashgate Manor in aid of **Macmillan Cancer Support**. Everyone in Ashgate Manor will be involved in supporting this excellent charity, so do please come along and join us.

### Finally!

Please do check out the **CMP website** on [www.chesterfieldmedicalpartnership.co.uk](http://www.chesterfieldmedicalpartnership.co.uk) which is full of useful information on all the services available to you and also the **Patients' News Board** in the main entrance. Please do email us through the link on the website if you wish us to raise any items on your behalf.