

## CHESTERFIELD MEDICAL PARTNERSHIP

Ashgate Medical Practice  
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[www.chesterfieldmedicalpartnership.co.uk](http://www.chesterfieldmedicalpartnership.co.uk)

@GPs\_at-CMP

WINTER/SPRING 2016

### OUR SERVICES:



*Due to the GP Practice site closures in the Chesterfield area in 2015, we received a sudden influx of complex new patient registrations. As this was unplanned it had a serious effect on our available resources.*

*We are using all our best endeavours to manage the increase in our list size & increase on demand of our services. We are monitoring this issue and managing it accordingly to ensure as little disruption to our services as possible.*

*We would like to thank our patients for their understanding at this difficult time.*

### **STAFF TRAINING**

We are committed to our staff and patients, so to ensure we provide the best service we can, we participate in monthly staff training sessions. These are on the second Wednesday afternoon of each month.

Recent topics have included:

- Autism Awareness
- Dementia Friends Training
- Basic Life Support
- Customer Care
- Infection Control

### **SORRY WE ARE FULL FOR TODAY!**

#### **WASTED APPOINTMENTS FROM JANUARY TO NOVEMBER 2015:**

**GP appointments = 843** which amounted to 150 hours of appointments that would have been available for someone else to book!

**Nurse appointments = 1089** which amounted to 276 hours of clinic time which leads to increased waiting times to see a nurse!

**PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS**

### **Allocated Named Accountable GP**

We are now required to allocate a "named accountable GP" to each patient. This is a contract requirement and does not prevent you from seeing the GP of your choice at the practice. If you would like to know which GP you have been assigned to then please contact the surgery.

If you have a preference as to which GP you are allocated to, we will make reasonable efforts to accommodate this request.





We say goodbye to:  
Dr Andrews, who has retired  
and  
Dr Briggs, who is taking a break  
to spend time with her young  
family.  
Jayne - Practice nurse, who has  
retired & Diane, Practice Nurse  
who is off to pastures new.



In October we were happy to welcome  
a new Practice Nurse into our  
extremely experienced nursing  
team.

Irene has had a wealth of experience  
as a Specialist Practitioner  
formerly in Oxfordshire.  
We are also preparing to welcome  
Joanne to the team who joins us  
from Sheffield in late January 16.



#### New Arrivals:

We would like to congratulate Dr Dhillon  
and our Practice Nurse Donna on the safe  
arrivals of their babies.

FEELING ILL BUT NOT AN  
EMERGENCY?  
VISIT THE **NHS CHOICES**  
**WEBSITE** or **CALL 111**  
REGARDING MINOR ILLNESSES

**[WWW.NHS.UK](http://WWW.NHS.UK)**  
**Call 111**

### *Making The Most of Your GP Consultation*

The NHS allocates 10 minutes for a GP consultation so it is essential that you make the most of this time.

#### To help, here are a few tips:

- Always be on time;
- Please respect the Reception Staff;
- **TURN OFF** your mobile phone prior to the consultation;
- Always think carefully about what you want to say;
- Be clear about your expectations from the consultation e.g. do you want advice, guidance, medication or just reassurance?;
- List **ALL** your concerns; bring up your most worrying concern first. Your GP will be happy to prioritise these with you;
- If necessary keep a diary of symptoms;
- Be ready to explain your symptoms fully, don't feel embarrassed, our GP's have "seen it all";
- Don't be afraid to ask questions and be sure you fully understand the answers the Doctor gives;
- Make sure you fully understand what the Doctor is advising you to do about medication and any follow up that may be necessary.
- If you think you have two problems then you can book a double appointment

*It might help to make notes under the following headings to bring with you:  
What Do I Want From My Consultation? What Are My Symptoms and  
Concerns? What are my questions?*