

# Newsletter - March 2014



Welland Road | Hilton | Derby | DE65 5GZ

Dr MH Vickers | Dr SJ Smith | Dr HL Lever | Dr J Marsden

Appointments (01283) 732257 | Enquiries (01283) 732406 | [www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk)

## **Patient Participation Group (PPG)**

We are pleased to report that we have now re-established our PPG. Our PPG act as a forum for communication between patients and the practice and help us to work together in promoting health, improving services and ensuring good quality general medical care. Our new PPG members are:

Name:	Contact tele no/email:
Ian Bennett (Etwall)	01283 730400
Ann Bennett (Etwall)	01283 730400
Martin Cocker (Hilton)	mcocker123@btinternet.com
Judith Davies (Hilton)	01283 733752
Pat Riley (Egginton)	01283 733484
Dave Williams (Hilton)	01283 730284

We are still looking for new members from under-represented groups, which include teenagers and younger people, parents of young children and working people. Your commitment would be to attend bi-monthly meetings at the surgery (either afternoons or evenings), to participate in local initiatives and to feedback patient views.

Alternatively, if you would like to be involved but are short of time, you may be interested in becoming a member of our email forum. We would email you periodically when we are keen to receive additional patient feedback on key developments or issues affecting the practice. For more information please contact Cathy Jones/Heather Moore, Practice Managers.



## **Opening Hours**

Did you know that we are open for appointments on Thursday evenings 6.30pm – 8.00pm and Saturday mornings 8.30am – 12.00 noon?

\*Please note that we are only open for pre-booked appointments and cannot assist with any queries, appointments, collections or prescriptions \*

## Appointments



### ➤ Sit & Wait Appointments

If we do not have an appointment that is suitable or you feel you need to be seen sooner, then you will have the option of coming to the surgery for our 'Sit and Wait' clinic. You will need to book into the clinic and will be given a time to arrive at the surgery, normally between 11.30am and 12.30pm and will need to wait your turn to be seen. You will normally be seen in order of booking, although doctors reserve the right to see patients out of order for clinical reasons. You do not have the option to choose a specific doctor but you can ask for them to be male or female.

Please note 'Sit and Wait' clinics are not a 'drop in' service and are strictly for one problem only, if you feel you need more time or have a lot of problems to discuss, please mention to the Practice Administrators when you contact the surgery as a routine appointment may be more appropriate.

### ➤ Triage

If you call us in the afternoon and feel your problem is medically urgent and that you need to be seen that day, we will ask you for a contact number so the Duty Doctor can call you back. If it is necessary an appointment will then be made for you. Please can you make sure that your phone is kept free and available so that when the doctor rings you they can get straight through.

### ➤ Online Bookings

Did you know that you can now book routine Doctor's appointments online up for 4 weeks in advance? Please call in to the surgery and speak to one of our Practice Administrators for more information.

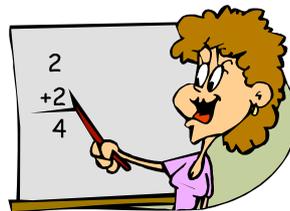
## Staff Training

We are closed for staff training on the following Wednesdays from 1.30pm:

Wednesday 2<sup>nd</sup> April 2014

Wednesday 7<sup>th</sup> May 2014

Wednesday 4<sup>th</sup> June 2014



## Have we got your mobile number?

It is now possible for us to send confirmations and reminders of any appointments you have at the surgery and also negative test results via text message. If you are unsure whether we have your mobile number on our records, please call the surgery to update us or visit our website [www.welbrookmedical.co.uk](http://www.welbrookmedical.co.uk)



## **Did you attend your last appointment?**

If you did attend or you let us know you couldn't make it and cancelled it then we **thank you**.

Disappointingly **101** patients DID NOT ATTEND in February which represents nearly **19 hours** of lost appointment time.

We now have 10,286 patients so an appointment cancelled can really help another patient who needs one. Did you know that 4,561 patients were seen in February and 623 were seen at the Sit & Wait Clinic alone!

If you are unable to keep your appointment please let us know - your appointment can be used by someone else. To cancel your appointment:

- Call us on 01283 732257
- Visit our website [www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk)
- Text us on 07858 892891 (this number is to only be used when sending a text to cancel appointments, any voice mail or messages left will NOT be actioned)

We have had to cancel or rearrange many nursing appointments over the past three months due to unexpected long term absence. We want to apologise for any inconvenience this may have caused our patients and we would like to thank you for being so understanding during this difficult time. We are doing our best to secure some further temporary nursing cover so we hope that this situation will improve over the next few weeks.

## **Have you attended A&E recently?**



Were you aware that your attendance at A&E is a cost attributed to your GP surgery? We can deal with many minor injuries at the practice and can give advice over the telephone on whether it is appropriate to attend A&E. If you attend A&E with a minor problem that requires no follow up it costs between £56 and £116. If you attend A&E and leave without being seen it will still incur a cost to the NHS of £56. Please contact the surgery in the first instance before attending A&E for a minor problem or injury.

## **Named GP for over 75's**

From 1st April 2014 we will be assigning a named GP to all patients aged 75yrs and over. Many of you will already have a GP that you usually see and this will not change. For those of you that do not see a regular GP, we will write to you to let you know who your named GP will be. This does not mean that you will always have to have an appointment with your named GP – you are free to see any doctor of your choice. Your named GP will simply keep an overview of your care. The way you access a GP appointment and choose which doctor you see will not change.

## **Sharing your Medical Records**

There has been a lot of information given to the public recently about medical records being shared outside of your GP practice. There are three data sharing programmes that may affect you currently:

**Summary Care Records** – information about your allergies, sensitivities and current medication can be made available to A&E/Out of Hours providers with your consent. You are automatically opted into this scheme unless you tell us otherwise.

**Care. data** – You may have received a leaflet about this through your door although the name of the scheme is not mentioned. Your GP medical record is uploaded to a national database and matched with other NHS records that are held for you to create one large record. Identifiable data is stripped away and the information left is used to look at figures and national trends to help the commissioning of new health services. The information used cannot be traced back to you as you, and your medical data, are protected by the Data Protection Act. You must give expressed consent to be opted into this scheme.

**ResearchOne** – Anonymous data is uploaded by our clinical system and used to contribute to national clinical research. You are automatically opted into this scheme unless you tell us otherwise.

More information on these data sharing programmes are available from the surgery or our website and include an opt out form should you wish to opt out of any, or all, of the programmes.

## **Warning**

We have been made aware that some patients have received an e-mail from what they believe is NICE (National Institute for Health and Care Excellence) regarding cancer test results. Please be assured that this email is not from NICE and they are currently investigating its origin. If you have received the email, do not open the attachments and delete it and if you are concerned about any test results, please call the surgery and ask for a routine telephone appointment with a GP.

## **Recycling**

Please help us fundraise for the Children's Hospital & Derby Hospitals Charity. We now have a small clothes and shoes recycling bank in our car park to help raise money for Derby Children's Hospital and Derby Hospitals Charity, helping to improve the lives of the children and adults in their care. Please help us to raise as much money as possible. We ask that all items are placed in to the unit in carrier bags tied up. Thank you for your support.