

Whittington Moor Surgery

Autumn 2015

During opening hours telephone 01246 456938; Out Of Hours call 111.

Reception is open 8.00am until 6:30pm Monday to Friday except on Bank Holidays and on training days.
Our Extended Opening times are Wednesday from 7am, Alternate Tuesday until 8pm and Saturday once a month.

You Can Still Book For Your Flu Jab, please ask at reception.



The Practice is a Safe Haven for the Community who have learning difficulties, they can come into the practice and be welcomed and kept safe.

healthwatch

Healthwatch England is the national consumer champion in health and care. We have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. They visited the practice on September 28th, speaking to many of our patients. The responses received were very positive.

LATEST NEWS

We are changing the way you can order your prescriptions online -

As of the 1st August you will order your repeat prescriptions via the system online service. If you have not already signed up for online

service's you will need to register for this - please ask a receptionist regarding this and they will be able to issue you with a password

this applies to children also.



SORRY WE'RE FULL FOR TODAY!

Lost Appointments in the last 3 months

Drs appts 89 appts = 17 hours 40 mins

Nurses 105 appts = 28 hours 15 mins

Kay 81 appts = 17 hours 15 mins

PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENT SO THEY MAY BE USED BY ANOTHER PATIENT.

Breath Easy have funded a sphygmomanometer with a large cuff, for checking blood pressures, the practice would like to pass on their sincere thanks to Breath Easy for this.

thank you

We would like to say **HELLO** to:-

Our New Practice Nurse

Dee Dislins

We will be closed for staff training from 1:30pm on the following Wednesday afternoons: 14.10.2015, 11.11.2015, 09.12.15, 13.01.2016, 10.02.2016, 09.03.2016



Breathe Easy Groups are support groups for people affected by lung conditions, including their friends, family and carers. These groups are run by members with help and support from the British Lung Foundation when its needed. Groups meet once a month and members arrange all kinds of things for their meetings, from talks on local patient services and advice from health care professionals, to arts and crafts and trips to the theatre or the seaside. Every group is different and the activities each one organises depends on what its members want and enjoy.

Feedback from the more recent groups set up in Clay Cross, south Normanton and Bolsover has been very positive with patients reporting:

- 50% feel more confident about managing my lung condition
- 33.3% feel more hopeful about the future
- 66.7% have more knowledge of what to do if they become unwell
- 50% feel more in control of their lung condition

Chesterfield

Meeting - Second Monday of the month from 1.30pm - 3.30pm

Location - Burns Close Community Room, Grangewood, Chesterfield S402SW

Contact - BLF Helpline 03000 030 555

A patient survey was carried out by North Derbyshire CCG during Jan to March 2015. Although the results were not as good as the previous survey we are still happy with the results.

These are a Selection of the Results:-

- 90% patients said the GP was good at explaining tests and treatments
- 86% said the GP involved them in decisions in their care
- 89% said the GP treated them with care and concern
- 100% had confidence and trust in the last GP they saw
- 96% said the nurse they saw was good at listening and giving them the time they needed
- 95% said the nurse was good at explaining test and treatments and involving them in decisions about their care.
- 76% were happy about the surgery opening times (Since this survey was taken we are now open alternate Tuesday evenings until 8 pm for GP and nurse)
- 88% described their overall experience of the surgery is good
- 80% found it easy to get through on the telephone
- 87% found the receptionists helpful and were able to get an appointment when they tried
- 82% said they would recommend this surgery to someone new to the area

We are still making changes to the appointment system to improve services for our patients

If you wish to look at the Survey in full please go to:- <https://gp-patient.co.uk/>

search by our postcode S41 8NA

Patient Participation Group (PPG) Chairman: Sybil Waplington Secretary: Debbie Rutter

The next meeting is at the surgery on 30th November 2015

The minutes of previous meetings are available on our website:

www.whittingtonmoorsurgery.co.uk/ppg.htm. For more information please look there or at notice boards in the surgery.