



## Summer Newsletter 2017

### Welcome

Welcome to our summer newsletter which we hope you will find useful.

With summer in mind the practice took part in a clean air day on 25<sup>th</sup> June with members of the team car sharing, cycling and walking to work. Hopefully this will be the start of thinking more about alternative methods of transport and play a very small part in pollution reduction.

### Dementia Friendly Practice

We are delighted to announce that after a period of time assessing our working methods and premises and making some small alterations to the way we work, we have been awarded the Dementia Friendly Practice Certificate.

We also took part in the Dementia Awareness day on 18<sup>th</sup> May which raised £350.00 for the Alzheimer's Society. Thanks to all who helped and contributed and particular thanks to Nicola Vardy (Assistant Practice Manager) for getting the event together for the second year running and Barbara Powell (Patient Participation Group Meeting member) for helping on the day. Barbara did let slip later in the day that she put the prices up gradually as the day went on

which helped increase the funding – naughty but brilliant!!!!

There are a couple of pictures of the day below



We have received the following response from the Alzheimer's Society

*"A huge thanks to all the amazing people at Imperial Road Group Surgery who have today shown that when we work together, we can achieve such amazing things"*

### Patient Survey

The practice is very happy to see positive responses to many of the areas covered by this survey, a copy of which is attached to this newsletter and is also available upon request.

We propose to take the following action in an attempt to further increase the service to our patients:-

- Introduce occasional bank holiday and Friday sit and wait surgeries;
- Continue to train our staff annually regarding data protection;
- Install new telephone system with increased number of call handling messages including appointment cancellations;
- Further promote the use of online services.



## Appointments System

Our current appointments system is working well at present but we do continue to monitor and react to feedback. As a reminder we currently offer the following:-

- Pre bookable appointments are available 2 weeks in advance; both face to face and telephone consultations.
- Sit and wait surgeries on Monday mornings and occasional Friday afternoons. There are some Monday's times when these surgeries do not start until 9.00am, please see the web site or notice in the practice for details of the dates.
- Telephone triage and Duty Doctor appointments for on the day urgent cases.
- Daily emergency appointments.
- Early morning and late evening surgeries for working people, young people and young families.
- Online appointments

## Website.

Please take a look at our website:-  
**[www.imperialrdgroupsurgery.co.uk](http://www.imperialrdgroupsurgery.co.uk)**

The website contains useful information relating to services currently offered at the practice including registration, online access, appointments, prescription requests and updating personal information. We also have lots of useful contact numbers for organisations that may help give you support.



We have WiFi available which can be accessed by all of our patients without the need for a PIN code or password. Instructions on how to access are displayed in the patient waiting area.



## Health and Wellbeing Zone

The practice has a Health and Wellbeing Zone provided by Derbyshire County Council which aims to improve access to information relating to council run services.

## Accessible Information.

We conform to the requirements of the Accessible Information Standard which was implemented on 31<sup>st</sup> July 2016.

### Aims

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need. The standard tells us how to make information accessible to the following people:

- Patients
- Service users
- Their carers and parents.

This includes making sure that people get information in different formats if they need it, such as:

- Large print
- Braille
- Easy read
- Via email.

The Accessible Information Standard also tells us how to support people's communication needs, for example by offering support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate. We use Capita Translation Services to assist with these areas.

All our letters now contain a statement asking patients to get in touch should they have any communication difficulties or needs which are then recorded and the clinical record noted accordingly, inclusive of how we must meet those needs.

## The New Derbyshire Health and Social Care Community Local Sharing Initiative

The sharing initiative will allow doctors, nurses and other register health and social care professionals locally to provide better care and work more effectively and efficiently if relevant information about you can be shared among local agencies providing your care. Sharing your records means health and social care workers have your most recent up to date information held on the GP record. It also means you don't have to repeatedly provide the same facts, have unnecessary tests and it may prevent you being given medicine that you are allergic to.

The professionals caring for you will always seek you consent before they open your records holding your information.

If you do NOT wish to take part in the 'Derbyshire Health and Social Care' local sharing initiative, doctors, nurses and other registered health and social care professionals will NOT be able to access your information held in the GP record in an emergency situation. For example if you are unconscious and unable to give consent"

Please ask the practice for an "opt out form" if you do not want to be part of this initiative.

### Updating Your Personal Information

Please remember to let us know if you change any of your personal details as sometimes unfortunately clinics need to be cancelled at short notice and this is our only means of communicating with patients. If you are registered for Patient Access you can also change your personal details on line.

## Staff Changes

Following the departure of our Healthcare Assistant we are currently looking to recruit a suitable replacement. Until such times as this exercise is complete we will continue to rely on locum services.

Our Assistant Practice Manager, Nicola Vardy will go on maternity leave during late summer, and will be returning in the new year. During this time Jo Gordon will become the acting Assistant Practice Manager

We Say Goodbye and Happy Retirement to Peggy Hardern. Peggy has been our Community Matron for 10 years. Her work over the years has been invaluable and she will be sadly missed in the practice.

Peggy will be replaced by Helen Johnson. Helen has been our Nurse Practitioner previously and has decided to return to us as Community Matron. We welcome Helen back and look forward to working with her again.

Dr Simeon Rackham our GP Registrar leaves us in August having completed his final year of training. We wish him all the best in his new post as GP at Chatsworth Road Surgery.

In August we welcome back Dr Nasreen Abid, GP Registrar. Dr Abid will be with us for her final year of training.

## Immunisations

We have just started to invite this year's cohort of patients for Shingles and Meningitis ACWY.

Shingles vaccination is offered to patients turning 70years, 78yrs and 79yrs.

Meningitis ACWY is offered to patients aged 18years. Patients up to 24yrs are eligible and are vaccinated on an opportunistic approach.

September will see the start of 2017 Flu Campaign. Appointments will be booked from early September for those who fit the criteria. If in doubt if you are eligible, please do not hesitate to ask at reception.

And finally, if you are over 65years and have not had your pneumonia vaccination yet, appointments are being booked all year round. Pneumonia is not a seasonal illness, and can be contracted at any time.

## Patient Participation Group.

The Patient Participation Group is an opportunity for YOU to have your say about the services provided, offer suggestions on how services could be changed and get a good understanding of how the practice functions. We are very fortunate to have as members of our group two 6th form students from Highfields School who bring a new perspective to our discussions. We would really like to broaden the group even further so if you feel that you could spare a couple of hours every other month please contact Martin and come along to the next meeting.

The group recently met with Readycall in the Derbyshire Dales. Readycall provides befriending and practical support to people aged 60 and over in the Derbyshire Dales who are isolated, vulnerable or lonely.

If you could use a little help, perhaps someone to call in for a cup of tea or to help you with shopping, then please get in touch on 01629 693693

## **Opening Hours**

The surgery is open:

8am to 8pm Monday,

7.30 am to 8pm Tuesday,

8am to 6.30pm Wednesday, Thursday  
and Fridays.

We are currently working with North Derbyshire Clinical Commissioning Group to explore ways of funding and providing an 8 – 8 Monday to Friday service but discussions are at an early stage.

Please note phone lines do not open until 8.00am

## **Training and Development.**

The practice will be closed as detailed below for staff training between 13.00 and 16.00 hrs:-

- Tuesday 27th June 2017.
- Tuesday 25th July 2017.
- Tuesday 26th September 2017.
- Tuesday 31st October 2017
- Tuesday 28th November 2017

We hope that you find this newsletter informative and please do not hesitate to contact us with your thoughts and views around any of the work we do.

We are dependent on feedback from you to help us provide the best possible patient experience

**Regards**

**The Practice Team**