

SUMMER NEWSLETTER 2023

MATLOCK AND ASHOVER



The last 12 months since our 2022 Summer newsletter has seen us continue to adapt and learn to live with covid. Adapting back to the "new normal" has brought challenges for all our staff and many patients. Unfortunately, Secondary Care has had its own challenges and there are unprecedented waiting list times for hospital appointments, and this inevitably impacts on General Practice whilst we continue to care for patients whilst they wait for specialist intervention. Many deferred contacting their GP and/or participating in the national screening mammograms and aortic aneurysm scans and we would encourage all who are eligible to attend when they receive their invitation.

RETIREMENTS

In the Autumn of 2022, we said goodbye to Dr Emmerson as he decided to retire – he was interested in the training of registrars who are the future of General Practice – and we are delighted that Dr Jack Baskerville, who joined us as a registrar has now become a Partner replacing Dr Emmerson.

In Spring 2023 Dr Holden retired after many years as our Senior Partner for both Matlock and Ashover practices. He was instrumental in the successful merger of the two practices and after many years' service, he will be missed by many.

We are pleased in this era of a shortage of GPs to have successfully recruited a new salaried GP, Dr Alex Brown who joined us in April 2023 working three days a week.

EXTENDED ACCESS GP NURSE APPOINTMENTS

Our weekend and evening clinical appointments have now changed. Imperial Road surgery is part of a 5-surgery hub and therefore we open one Saturday in five from 9am to 5pm for face-to-face appointments. We see patients from our two other local surgeries at Lime Grove Surgery and Darley Dale Medical Centre and likewise if it is another surgery's Saturday to work, we can prebook our patients an appointment there subject to availability.

We are also offering nurse appointments on a Monday night and from an early opening on a Tuesday morning.

TEAM UP

Our home visits have changed, and we now have Paramedics that are employed to visit our unwell housebound patients, they are supervised by a GP. This service allows our doctors in the surgery to see patients who can attend the surgery. It is a service that is available for a longer period each day – from 8am to 6pm.

FLU CAMPAIGN

Our flus for this year are on order and we anticipate holding clinics from the end of September onwards. We would ask all patients to give us up to date mobile phone numbers (if you have a mobile phone) as this allows us to get information circulated quickly and to a wider patient population. We will also advertise clinic dates in our Surgery and on our website and will text dates out to our patients who meet the criteria for a flu vaccine.

MEDICINES ORDER LINE

At the end of May the Practice changed the way patients can order their medication if they collect it from a pharmacy. Like many other Practices in the area, we are moving away from paper ordering of prescriptions. We are encouraging all patients to order their repeat medication either using the NHS app, ordering online using the GP clinical system or by ringing the Medicine Order Line. This then frees up the administrative team and the GPs to concentrate on acute and ongoing medical conditions rather than prescription paperwork.

The Medicine Order Line (MOL) is a way for patients to order repeat prescriptions over the telephone. This takes away the need for the patient to contact the surgery direct for their repeat medication. The Medicine Order Line service is open from 8AM to 4PM Monday – Friday (excluding bank holidays).

Ashover patients who collect their medication from the dispensary should continue to order their prescriptions in same way.

NEW COMPUTER SYSTEM

As you are aware earlier this year the Practice changed to a new computerised system, and we would like to thank all patients for their patience during this time. The new system offers a greater opportunity for wrap around care as staff are now able to see results and consults from external agencies.

ARE YOU A CARER?

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

Carers are at a much higher risk of becoming ill themselves and your GP can help keep you fit and well by recognising the effects caring can have on your health. Many carers are inclined to ignore symptoms because they cannot contemplate becoming ill themselves when they have caring responsibilities, but it is important that they look after their own health.

If you are a carer, please ensure that the surgery is aware – we will send you a form to complete and return to us.

WELL BEING

Many things affect our health and wellbeing and 1 in 5 medical appointments relate to a range of social, economic, and environmental factors affecting health. The GP may refer patients to the Social Prescribing Service in the Derbyshire Dales who have the time to identify the cause and help find a solution. This is a valuable service that saw 67% of people see their wellbeing improve after being referred to the service.

Do you live with someone who has Dementia or memory loss? Bakewell Forget-Me-Nots will be holding a friendship and support group on the first Wednesday of each month from August at the Bakewell Methodist church 2pm – 4pm. For more information telephone 01629 812154.

The Good Company Café is an opportunity for you to enjoy a good chat, meet new people and build friendships and maybe enjoy a slice of cake. This is held every Tuesday at 11am at the Ostello Lounge, Crown Square, Matlock.

PATIENT PARTICIPATION GROUP

Matlock and Ashover have a joint patient participation group made up of patients registered at the Practices. This is a valuable aspect of our practices, and we welcome the feedback we get from the PPG members at the meetings we have. We would welcome new members to join either of the PPGs which meet approximately three times a year. If you are interested in joining and would like more information, please collect a form from Reception.

FEEDBACK

We welcome all feedback positive or negative about the service we offer to all our patients. We have forms situated in the reception area at the surgeries for you to complete. If you visit the surgery and would like to give feedback, we would appreciate you taking the time to complete the form.

In the warm weather it is important to keep hydrated. The NHS recommends that we drink 6 to 8 glasses of water a day to prevent dehydration and keep the body functioning at its best.

