



CLAY CROSS MEDICAL CENTRE

In conjunction with the
Patients' Participation Group



Occasional Newsletter - Number 9

Autumn 2016

**Welcome to this edition of the the newsletter which is usually issued quarterly.
The newsletter provides relevant information throughout the year
for all our patients.**

House News

Our practice list size continues to rise as illustrated below

2016	6460 registered patients
2015	6085
2014	5879
2013	5617
2012	5550

Our practice is set to for an even larger increase as new housing comes on stream from the building developments at the former Clay Cross works and the the former Coalite Plant at Hunloake.

The King's Fund have estimated that General Practice workload has increased by 16% in the past 5 years while the % of the NHS budget spent on General Practice has fallen year on year.

Over 90% of all patient contacts in the NHS happen in General Practice but this year only 7.23% of the NHS budget will be spent on General Practice.

With the ageing population and more and more chronic disease being managed in General Practice it's no surprise that the system is crumbling given this level of under-funding.

While the Government have announced increased funding over the next 5 years there is serious doubt about where this extra money is coming from.

We are advertising for another GP, and nurse at the moment to try and accommodate the increase in patients

The NHS is a precious resource—please use it wisely.

Important Information

Medication Review Service

We are reviewing our system for doing patients medication reviews, so when you are booking an appointment for your annual or termed medication review you may be offered an appointment with the Clinical Pharmacist, Dan, instead of your usual GP.

Prescription Requests

We are reviewing our prescribing and prescription system, to make sure patients are receiving the correct medication, in the right time frame. Last year our staff dealt with 173,114 prescriptions. This is clearly a huge amount of work. We ask that you give us **48 hours** to deal with your prescription request so please try to order prescriptions in plenty of time. We always try to deal with genuine urgent prescription requests sympathetically but get frustrated when items such as Paracetamol are requested urgently.

TRAVEL VACCINATIONS

If you are travelling abroad for a holiday or business, you may need vaccinations to protect you from travel related diseases. Our Practice Nurse will be happy to discuss your travel requirements and vaccinations with you.

Please complete a travel questionnaire, return to reception, and book an appointment with the practice Nurse ideally for six weeks before your planned trip.

Unfortunately appointments booked for any less than this amount of time could mean we may not be able to accommodate all your requirements before you travel. If this is the case you may have to book with a private clinic (ask reception for details).

Better Care Closer to Home drop in sessions

How can I give my views?

1. Complete the online version of this consultation questionnaire: www.joindupcare.org.uk
2. Download the consultation feedback form from the website: www.joindupcare.org.uk
3. Complete the questionnaire available at Practice Sites and post it to:
FREEPOST Better Care, North Derbyshire CCG, Headquarters, Nightingale Close, Chesterfield S41 7PF
4. Give us your views in person by attending one of the public meetings they have set up
Clay Cross Social Centre Wednesday 14th September 6 pm - 8 pm
Members of Hardwick CCG will be available to discuss any issues you may want to raise

ONLINE SERVICES

Accessible Information Standard

www.england.nhs.uk/accessibleinfo

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and are provided with any communication support they might need. This includes making sure that people get information in different formats if they need it, such as:

- Large print
- Easy Read
- Via eMail

The Accessible Information Standard also tells organizations how to support people's communication needs, e.g. by offering support from an interpreter or an advocate.

Social Media and Doctors/Nurses

The GMC recommends that Doctors do not accept "friends" requests from patients on their personal Facebook accounts.

This is in the interests of keeping the doctor-patient relationship at a professional level.

Please do not be offended therefore when such a request is rejected.

The practice does have a Facebook account which we use to keep patients informed.

Staff Training Days

The Surgery will be closed from 13:30 hours for Staff Training on the following afternoons:-

2016	2017
21.09.16	18.01.17
12.10.16	15.02.17
16.11.16	15.03.17

(FOR URGENT MEDICAL CARE WHEN THE SURGERY IS CLOSED CONTACT THE OUT OF HOURS NHS 111 SERVICE)

Practice Opening Hours			Surgery Hours		
	Clay Cross	Tupton		Clay Cross	Tupton
Monday	08.30 - 1630 18.30 - 19.45*	08.30 - 12.30 14.00 - 18.00	Monday	08.30 - 11.30 15.00 - 17.30 18.30 - 19.30*	08.30 - 11.30 15.00 - 17.30
Tuesday	08.00 - 18.30 18.30 - 20.00	08.30 - 12.30	Tuesday	08.30 - 11.30 15.00 - 17.30 18.30 - 19.30*	08.30 - 11.30
Wednesday	08.00 - 18.30	08.30 - 12.30 14.00 - 18.00	Wednesday	08.30 - 11.30 15.00 - 17.30	08.30 - 11.30 15.00 - 17.30
Thursday	08.00 - 18.30	08.30 - 12.30 14.00 - 18.00	Thursday	08.30 - 11.30 15.00 - 17.30	08.30 - 11.30 15.00 - 17.30
Friday	08.00 - 18.30	08.30 - 12.30	Friday	08.30 - 11.30 15.00 - 17.30	08.30 - 11.30
Weekend	Closed	Closed	Weekend	Closed	Closed

*Open from 18:30 - 19:30 Monday & Tuesday for booked appointments only.

Missed Appointments

NO Appointments available?? Fed up of not been able to get an appointment?

FACT!!

LAST MONTH 149 APPOINTMENTS WERE WASTED BECAUSE PATIENTS **DID NOT ATTEND AND FAILED TO NOTIFY THE SURGERY.**

FACT!!

THAT'S AN AVERAGE OF 7 APPOINTMENTS EVERY DAY THAT COULD HAVE BEEN RE-ALLOCATED. AND EQUATES TO 34 Hours WASTED GP and NURSE TIME

DON'T BE A DNA (Did Not Attend) - Think of the patients who DO need an appointment

**IF YOU CANNOT ATTEND YOUR APPOINTMENT -
TELL US, SOMEONE ELSE CAN USE IT!!!**

Patient Participation Group

The Patient Participation Group (PPG) is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population. If you would like to be a part of this group, or be available to be contacted on issues, then please contact the practice on 01246 862237 or claycross.medicalcentre@nhs.net.

The next meetings will be held – Tuesday 6th October 2015 and Tuesday 10th November 2015 - 6pm at Clay Cross Medical Centre

Useful Numbers – Care and Support

Alzheimer's Society (Chesterfield) 01246 223366

Carers Association 01246 222373

Citizens Advice 01246 209164

Emergency Contraception Service; Sexual Health Clinic, Wheatbridge 01246 235792

P.A.L.S (Patient Advisory and Liaison Service) 0800 0323235

Health Visitor 01246 868450

Useful Numbers – Hospitals

Chesterfield and North Derbyshire Royal Hospital (CRH) 01246 227271

Clay Cross Hospital 01246 252900

Walton Hospital 01246 515151

Kings Mill Hospital 01623 622515

Royal Hallamshire Hospital 01142 711900

Northern General Hospital 01142 434343

Weston Park Hospital 01142 265000