



Derwent Medical Centre

Autumn Newsletter 2018

STAFF CHANGES

We are sorry to say 'goodbye' to Dr Edyvean who retired earlier in the year and to Dr Deborah Kennedy who has moved onto new adventures.

Dr Sabitha Uppalapati (to be known as Dr Sabitha) has joined our practice as a GP Partner and we welcome her to our team.

HAVE YOU HAD YOUR FLU JAB YET?

Flu can attack anyone, but is more of a threat if you have one or more of the following groups: Aged 65 and over, pregnant, diabetic, asthmatic, suffer with low immunity, chronic obstructive pulmonary disease (COPD), chronic heart disease, chronic kidney disease, liver disease, chronic neurological disease or are a carer or health and social care staff.

Please contact the surgery and book an appointment.

PROTECTING YOUR CHILD AGAINST FLU

This children's flu vaccine is being offered in primary care to children born between the 1st September 2014 and 31st August 2016.

The vaccine is given as a nasal spray and easy to give and painless. The vaccine contains weakened flu viruses to prevent them from causing flu, but allows your child to build up immunity, so if they come into contact with flu they are unlikely to get ill. Flu can be a nasty illness that can lead to a stay in hospital, especially for children with other medical conditions.

Protecting your child can stop the flu spreading to others, in particular grandparents, who may be particularly at risk to flu.

Please contact the surgery and book an appointment.

EXTENDED ACCESS HUB

From the 30 September 2018 we are offering extended access to our patients along with five of our neighbouring practices (Macklin street surgery, Osmaston Road Surgery, Wellside & Charnwood Medical Practice, Friargate Surgery and Wilson Street Surgery), we are working together to provide greater access and additional appointments to our patients. This is in addition to our current Tuesday evening extended access session.

We can offer pre bookable appointments for certain conditions.

All of the appointments **MUST** be pre-booked by contacting the surgery. When you are booked in for a hub appointment you will be asked the nature of the problem and we will require consent to share your full record. Without both of these you will not be able to access the appointments. This allows the clinician to have full access to your medical records, so they can add any hub consultation, prescription straight into your clinical record.

The Extended Access Hub is based at:

Wellside Medical Centre, 3 Burton Road, Derby, DE1 1TH.

Opening hours: Monday – Friday 6pm – 8pm, Saturday 8am – 12 noon and Sunday 9.30am – 12.30pm.

Please remember this is NOT for walk in patients. Only patients that are booked in by their practice will be seen.

PATIENT PARTICIPATION GROUP

We have a patient participation group, made up of patients who meet approximately four times a year to discuss our practice, the needs of our patients and the services we provide. If you are interested in becoming an active member of this group, please contact the surgery and ask to speak to the practice manager.

Minutes of the PPG meetings are available on our practice website.

GENERAL DATA PROTECTION REGULATION (GDPR)

The practice complies with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

We use your information to provide you with health care services, and share your information with other organisations involved in your care.

The practice does this under Article 6 (1) and Article 9 (2) (h) of the GDPR.

You are entitled to see what information we hold about you in request.

We have updated some of our Data Protection Policies in line with the new General Data Protection Regulation which came into force in May 2018.

For further information, please follow the link on the left hand side of our website homepage.

ACCESSIBLE INFORMATION STANDARD

If you have a disability or a sensory loss and you require information in an accessible format, such as large print, easy read or braille, please contact the practice by telephone on 01332 292939 or by email SDERCCG.C81652-Reception@nhs.net or ask at reception.

HERPEZ ZOSTER VACCINATION (Shingles)

As older people are more likely to get shingles, the national shingles immunisation programme for people aged 70, 71, 72, 73 and 74 and 78-79 has been introduced by the Department of Health from September, to protect those most at risk from shingles. This is a phased programme over the next few years. Therefore, NOT everyone will be eligible for the vaccine this year.

The vaccine is offered to:

- Patients aged 70 years, on or after their 70th birthday
- Patients aged 78 years, on or after their 78th birthday
- Patients who were eligible for immunisation in the previous programme years, but have not yet been vaccinated against shingles. These are:
 Anyone in their 70s who was born on or after 02 September 1942
 79 years old (until their 80th birthday)

People aged 80 and over are not eligible for the vaccine.

For more information please visit www.shinglesaware.co.uk

MISSED APPOINTMENTS

We waste thousands of pounds due to patients not attending their appointments.

The following amount of clinical time was lost in the last six month period: -

April 2018	-	18 hours 50 minutes
May 2018	-	16 hours 10 minutes
June 2018	-	21 hours 55 minutes
July 2018	-	13 hours 40 minutes
August 2018	-	11 hours 20 minutes
September 2018	-	14 hours 20 minutes

If you cannot keep your appointment, PLEASE let us know, so we can offer the appointment to another patient.

SMS TEXT REMINDERS

We can send you a text message reminder for your appointments.

Please ensure we have your current mobile telephone number.

FRIENDS & FAMILY TEST

How likely are you to recommend our practice to friends and family if they need similar care or treatment?

We value your comments and would be grateful if you could complete the 'Friends and Family' test – two very quick questions by 'clicking' the 'survey' link box at the bottom of our home page or by completing a form from reception.

You can help us by:

- Registering for on line services – you can book appointments, request prescriptions, look at your medical records and get results. If you need a user name and password for online services, forms are available from reception.
- Try not to run out of medication. It takes 48 hours to process a repeat prescription, so plan in advance.
- Only order medication you regularly take.
- Currently our appointments system is set up for each appointment to be no longer than 10 minutes. You may be asked to re-book another appointment if you have more than one problem to discuss.
- If you have a long term condition such as diabetes, COPD, heart failure etc. we will contact you for an appointment with a member of our team, who will advise you how to stay healthy. It is in everyone's best interest that you try and attend. We are required to contact you 3 times to invite you in. Please try and respond on the first invitation as this will save us having to contact you a further 2 occasions.
- There are lots of minor conditions you could get advice from the pharmacist for or you could sign up to the Pharmacy First scheme. You do not need to see a GP for minor ailments, often you can self-treat with advice from a pharmacist or use Patient UK which is available on line.

Thank you for helping us to help you.

Best Wishes

Dr Muralidhar Cherukuri
Dr Sabitha Uppalapati
The Partners – DERWENT MEDICAL CENTRE