

BAKEWELL MEDICAL CENTRE

AUTUMN WINTER NEWSLETTER 2019

WWW.BAKEWELLMEDICALCENTRE.CO.UK

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Welcome to our Autumn 2019 Newsletter. We feel that this gives our patients an update and offers information on a wide range of topics. We always appreciate your constructive suggestions for improvements.

GP Registrars

Dr Aisabor Eboreime (James) completed his initial 4 month placement with us in August and will return for a 12 month placement to complete his GP Training in August 2020

Dr Huma Hussein joined us in July and will be with us for 6 months

Drs Michelle Scott & Jennifer Pringle continue with us for the time being

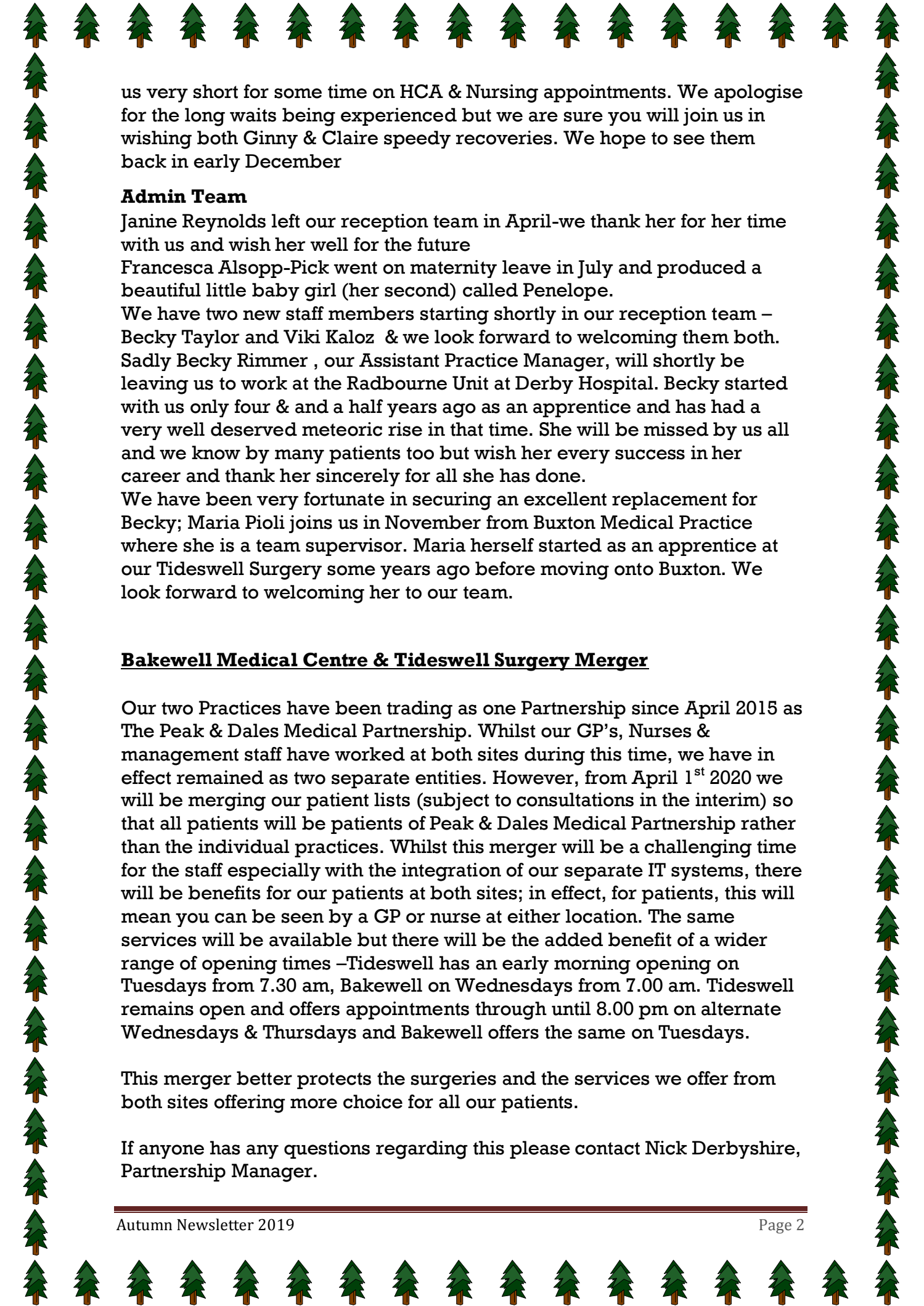
Nursing Staff

We welcome Marie Roe to the Practice Nursing Team

Nicola Green has left as a permanent member of staff in April but due to some long term sickness and training issues in the nursing team is kindly helping out again at present

Vickie Healey one of our Health Care assistants left in August and Suzanne France has joined us to replace her

Unfortunately both our experienced HCAs Ginny Knight & Claire Perusset are on extended sick leave both having had planned surgery which has left



us very short for some time on HCA & Nursing appointments. We apologise for the long waits being experienced but we are sure you will join us in wishing both Ginny & Claire speedy recoveries. We hope to see them back in early December

Admin Team

Janine Reynolds left our reception team in April-we thank her for her time with us and wish her well for the future

Francesca Alsopp-Pick went on maternity leave in July and produced a beautiful little baby girl (her second) called Penelope.

We have two new staff members starting shortly in our reception team – Becky Taylor and Viki Kaloz & we look forward to welcoming them both. Sadly Becky Rimmer, our Assistant Practice Manager, will shortly be leaving us to work at the Radbourne Unit at Derby Hospital. Becky started with us only four & a half years ago as an apprentice and has had a very well deserved meteoric rise in that time. She will be missed by us all and we know by many patients too but wish her every success in her career and thank her sincerely for all she has done.

We have been very fortunate in securing an excellent replacement for Becky; Maria Pioli joins us in November from Buxton Medical Practice where she is a team supervisor. Maria herself started as an apprentice at our Tideswell Surgery some years ago before moving onto Buxton. We look forward to welcoming her to our team.

Bakewell Medical Centre & Tideswell Surgery Merger

Our two Practices have been trading as one Partnership since April 2015 as The Peak & Dales Medical Partnership. Whilst our GP's, Nurses & management staff have worked at both sites during this time, we have in effect remained as two separate entities. However, from April 1st 2020 we will be merging our patient lists (subject to consultations in the interim) so that all patients will be patients of Peak & Dales Medical Partnership rather than the individual practices. Whilst this merger will be a challenging time for the staff especially with the integration of our separate IT systems, there will be benefits for our patients at both sites; in effect, for patients, this will mean you can be seen by a GP or nurse at either location. The same services will be available but there will be the added benefit of a wider range of opening times –Tideswell has an early morning opening on Tuesdays from 7.30 am, Bakewell on Wednesdays from 7.00 am. Tideswell remains open and offers appointments through until 8.00 pm on alternate Wednesdays & Thursdays and Bakewell offers the same on Tuesdays.

This merger better protects the surgeries and the services we offer from both sites offering more choice for all our patients.

If anyone has any questions regarding this please contact Nick Derbyshire, Partnership Manager.

Training Practice

We have now been a training practice for ten years and have had some outstanding GP registrars in that time. Being a training practice means that we invest in the future of general practice. Our registrars are all fully qualified doctors who have chosen to specialise in general practice (as opposed to, for example, hospital doctors). All our registrars take appointments – one of the benefits of seeing them when they are available is that they usually offer longer appointments than our regular GPs.

We would encourage all our patients to see them – they all have access to our regular GPs if they require any advice but they are all qualified up to date and capable doctors in their own right.



Extended Opening Hours

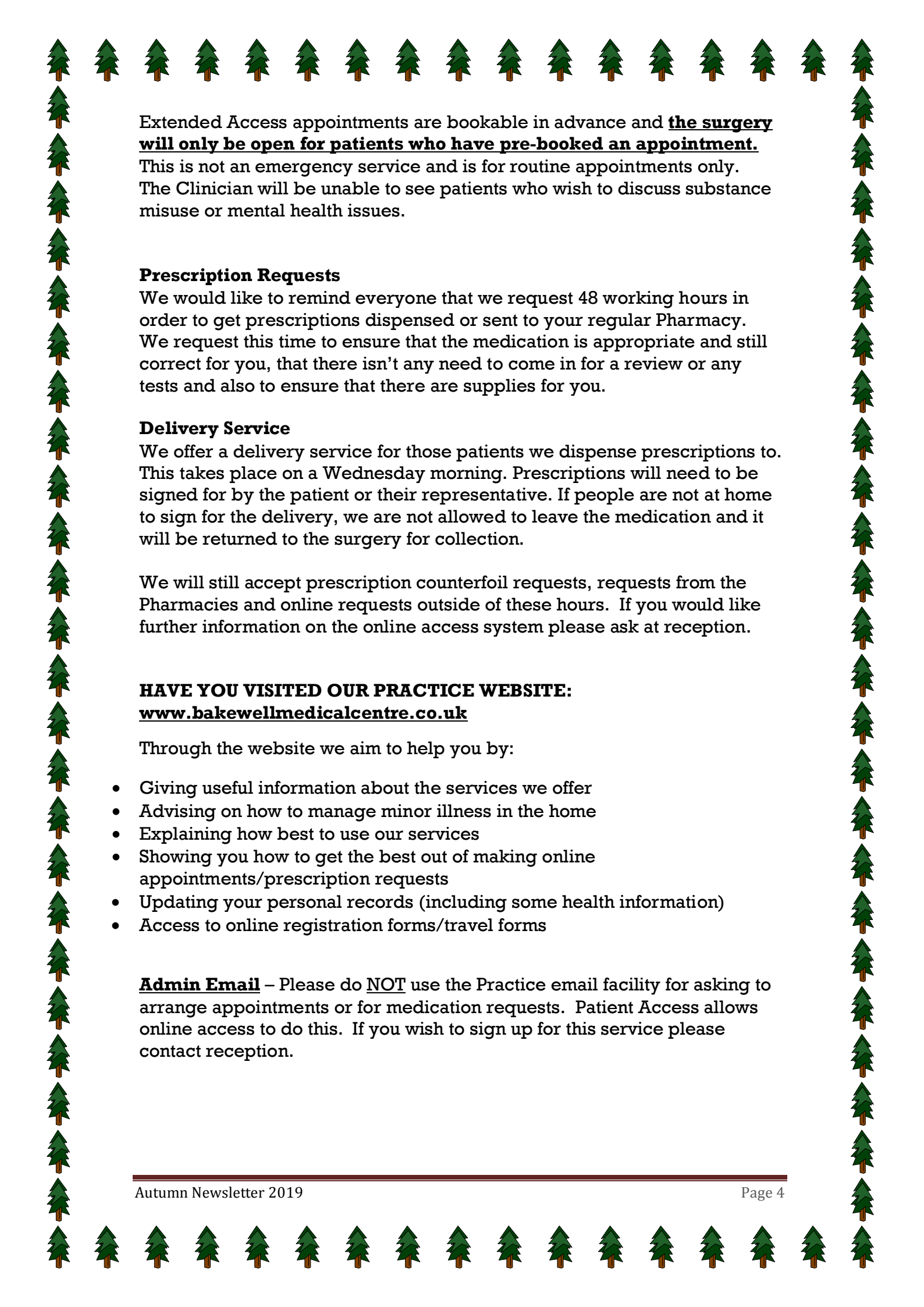
As well as our regular Tuesday evening late surgery, extended access surgeries are also available. Extended Access means that any patient in the Dales locality (Hope, Eyam, Tideswell, Baslow, Darley Dale, Lime Grove and Imperial Road, Matlock and Ashover plus ourselves) have access every evening and Saturday and Sunday mornings for an appointment. These appointments are available at one of four 'hub sites' which are Bakewell, Lime Grove, Imperial Road and Darley Dale Surgeries. The four surgeries provide an additional surgery each evening and at weekends in rota.

These are as follows:

Monday Evening	Imperial Road, Matlock	6.30pm - 8.00pm
Tuesday Evening	Bakewell Medical Centre	6.30pm - 8.00pm
Wednesday Evening	Darley Dale Surgery	6.30pm - 8.00pm
Thursday Evening	Lime Grove, Matlock	6.30pm - 8.00pm

Each week the four surgeries above take it in turn to open until 8.00pm on Friday, for 3 hours Saturday and Sunday morning.

In summary, for routine GP, Nurse or Health Care Assistant appointments you will have the opportunity to see a GP any day of the week (although not necessarily at Bakewell), a Nurse or Health Care Assistant on Monday, Tuesday, Wednesday, Thursday evenings.



Extended Access appointments are bookable in advance and **the surgery will only be open for patients who have pre-booked an appointment.**

This is not an emergency service and is for routine appointments only. The Clinician will be unable to see patients who wish to discuss substance misuse or mental health issues.

Prescription Requests

We would like to remind everyone that we request 48 working hours in order to get prescriptions dispensed or sent to your regular Pharmacy. We request this time to ensure that the medication is appropriate and still correct for you, that there isn't any need to come in for a review or any tests and also to ensure that there are supplies for you.

Delivery Service

We offer a delivery service for those patients we dispense prescriptions to. This takes place on a Wednesday morning. Prescriptions will need to be signed for by the patient or their representative. If people are not at home to sign for the delivery, we are not allowed to leave the medication and it will be returned to the surgery for collection.

We will still accept prescription counterfoil requests, requests from the Pharmacies and online requests outside of these hours. If you would like further information on the online access system please ask at reception.

HAVE YOU VISITED OUR PRACTICE WEBSITE:

www.bakewellmedicalcentre.co.uk

Through the website we aim to help you by:

- Giving useful information about the services we offer
- Advising on how to manage minor illness in the home
- Explaining how best to use our services
- Showing you how to get the best out of making online appointments/prescription requests
- Updating your personal records (including some health information)
- Access to online registration forms/travel forms

Admin Email – Please do **NOT** use the Practice email facility for asking to arrange appointments or for medication requests. Patient Access allows online access to do this. If you wish to sign up for this service please contact reception.



Flu Campaign 2019



FLU SEASON 2019

This year there are 3 different types of flu vaccine and each vaccine is given to a certain age category

These are:

- Seqirus (Fluad) vaccine - This is for all patients who are over 65 years old (or turn 65 between 1st September 2019 – 31st March 2020)
- Quadrivalent Vaccine – This is for all patients aged 6 months to 2 years old and 18- 64 years old
- Fluenz Tetra vaccine - This is the nasal flu vaccine and is for all children between the ages of 2-3. It is also for children aged 2-17 who are entitled. If contraindicated then a suitable quadrivalent vaccine should be offered.

All children aged 4-9 years old will be offered theirs in school however if they have a medical reason to need the flu vaccine (for example Asthma) then their parents can choose whether they have it done at school or here. The child's medical records will indicate whether he/she is entitled to have the vaccine at the surgery.

However, please note that for children in this age group who do not have a specific medical reason they do not have the choice and must have it at school. The surgery is only supplied with enough vaccines for those children entitled to be given it in the Practice.

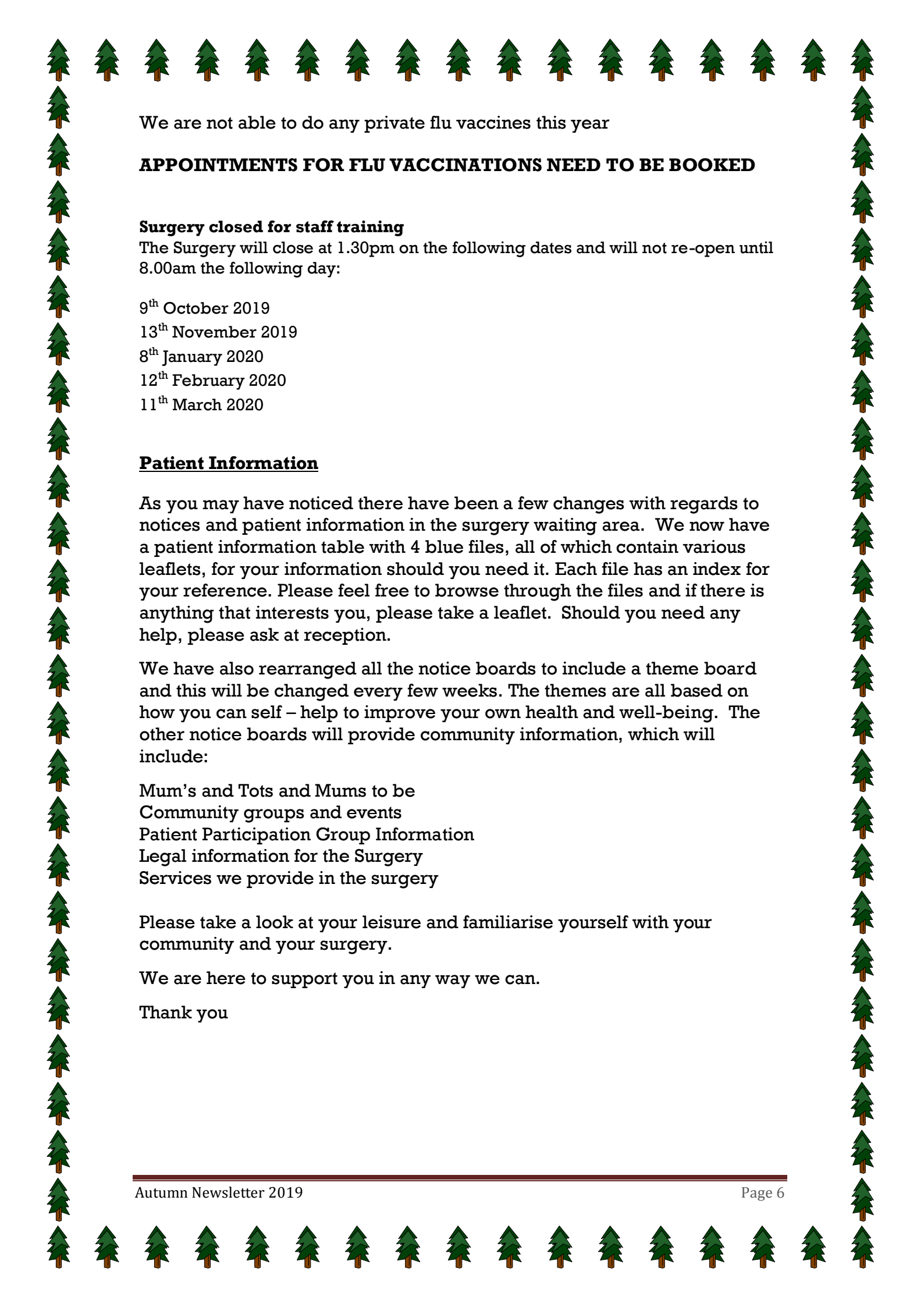
Child nasal flu will be available for all 2 and 3 year olds. Please book an appointment through reception for Saturday 10th November 2018. There is a small number of appointments available on other dates in surgery time.

Hour long clinics are available every day morning and afternoon starting 23rd September 2019 for over 65's

In addition the following clinics are available;

Tuesday 15th October 2-4pm and 5-7pm – Nurse

Tuesday 22nd October 5.30-7.30pm for 18-64 year olds – Nurse



We are not able to do any private flu vaccines this year

APPOINTMENTS FOR FLU VACCINATIONS NEED TO BE BOOKED

Surgery closed for staff training

The Surgery will close at 1.30pm on the following dates and will not re-open until 8.00am the following day:

9th October 2019

13th November 2019

8th January 2020

12th February 2020

11th March 2020

Patient Information

As you may have noticed there have been a few changes with regards to notices and patient information in the surgery waiting area. We now have a patient information table with 4 blue files, all of which contain various leaflets, for your information should you need it. Each file has an index for your reference. Please feel free to browse through the files and if there is anything that interests you, please take a leaflet. Should you need any help, please ask at reception.

We have also rearranged all the notice boards to include a theme board and this will be changed every few weeks. The themes are all based on how you can self – help to improve your own health and well-being. The other notice boards will provide community information, which will include:

Mum's and Tots and Mums to be
Community groups and events
Patient Participation Group Information
Legal information for the Surgery
Services we provide in the surgery

Please take a look at your leisure and familiarise yourself with your community and your surgery.

We are here to support you in any way we can.

Thank you

A decorative border of small green trees with brown trunks runs vertically along the left and right sides of the page. At the top, there is a horizontal row of 15 such trees.

Patient Participation Group

I have decided to stand down as the chair of the PPG to concentrate on my one to one volunteering and fund raising for MacMillan Cancer Support.

I have enjoyed my time as Chair and would like to thank everyone for their support. I believe it is important to support both the patients and surgery and therefore I will continue as a member of the committee.

The group is made up of volunteers who meet at the surgery every three months. The next meeting is on Tuesday 3rd December 6.30pm. The meetings are usually one to one and half hours.

We all joined the group as we want to learn about the NHS, help ourselves and others. We are encouraged and like to advise the Practice on the patient perspective and provide insight into the responsiveness and quality of services. There are opportunities to undertake initiatives too. We would love more people to join our small group.

Jean Walker and Jocelyn Street are to take over as joint chair with effect from 1st October 2019 and they provide an update below

SUE BULL PATIENT PARTICIPATION GROUP.

The NHS in Derbyshire is changing and the PPG will have an increasingly important role in the new structure. We are moving towards an Integrated Care Service by 2021 where the NHS, care and Social Services and the voluntary sector work together to provide the best possible and most appropriate care for everyone with the individual patient at its centre. The PPG will be the main patient voice and members will be represented on decision-making and commissioning committees to ensure patient views are heard and acted upon. The PPG will be your easiest route to get your views heard and influence outcomes.

With the merger of Bakewell and Tideswell practices, there will now be one PPG for both surgeries, and joint chairs of Jocelyn Street (who attends Tideswell) and Jean Walker (who attends Bakewell)."

Jean Walker - I have been a non-executive director of care homes in Stockport for 6 years and have seen firsthand there the impact on patients when they are not discharged from hospital in a timely way , although there are beds in rehabilitation care they would love to go to as a stepping stone to going home. I am therefore really keen to make sure that it is easy for everyone to get the right care at the right time without having to worry about organising this themselves or having to fight their way through the

system at a time when they really just need someone to look after them and make it work.

We can only do our best if we know what issues you or your relative have faced in any area of the NHS or social care, not just about this practice – so do let Jocelyn or I hear from you – good or poor experiences.”

Jocelyn Street

I have been a patient at Tideswell Surgery for over 30 years. I am a solicitor by training and worked as a private client lawyer for many years. For more than 10 years I have sat on NHS committees as a Patient Representative fighting to ensure our voice is heard and taken into account in all decisions. I currently sit on various committees including the Clinical Commissioning Group (CCG) Engagement Committee, the CCG Lay Reference Group, the CCG Clinical Quality Review Group and the Derbyshire Community Health Service Lessons Learned Committee. Additionally I undertake Community Hospital inspections and am called upon for various individual matters e.g. I was on the committee that drafted the new District Nurse service contract. Over the years I have gained an insight into the workings of the NHS. I do all this to try to ensure a better experience for all patients so that care really is patient centered and their voice heard.

We are always looking for new members-any age and experience-who would like to join us.

Our next meeting is on Tuesday December 3rd at 6.30 at Bakewell Medical Centre.

Please contact either Jean, jeanwalkerwarden@outlook.com or Jocelyn, jstreet@bagshallhall.co.uk

Just a couple of reminders:

- Could we please remind patients that it is important that you let us have your correct address and telephone number if you move house.



- Don't forget clocks go back on Sunday 27th October at 2am – an extra hour in bed.



CHRISTMAS RAFFLE

This year's Christmas raffle is again for JIGSAW - Last year we raised £288 for JIGSAW Food Bank along with a food hamper being sent to them.

Please support our Christmas raffle this year for this very worthy cause. Tickets will go on sale early December.

JIGSAW Food Bank initiative provides practical help with a purpose, taking donated goods in particular canned and dried foods and providing support to people during a crisis. These may be people unable to provide for themselves due to loss of income, employment or benefits.

The supply of donated food received is provided by individuals, local churches, community groups and business.

Many thanks for your continued support.



CHRISTMAS SURGERY HOURS

Please note the days the surgery will be closed over the festive period.

Wednesday 25th December 2018

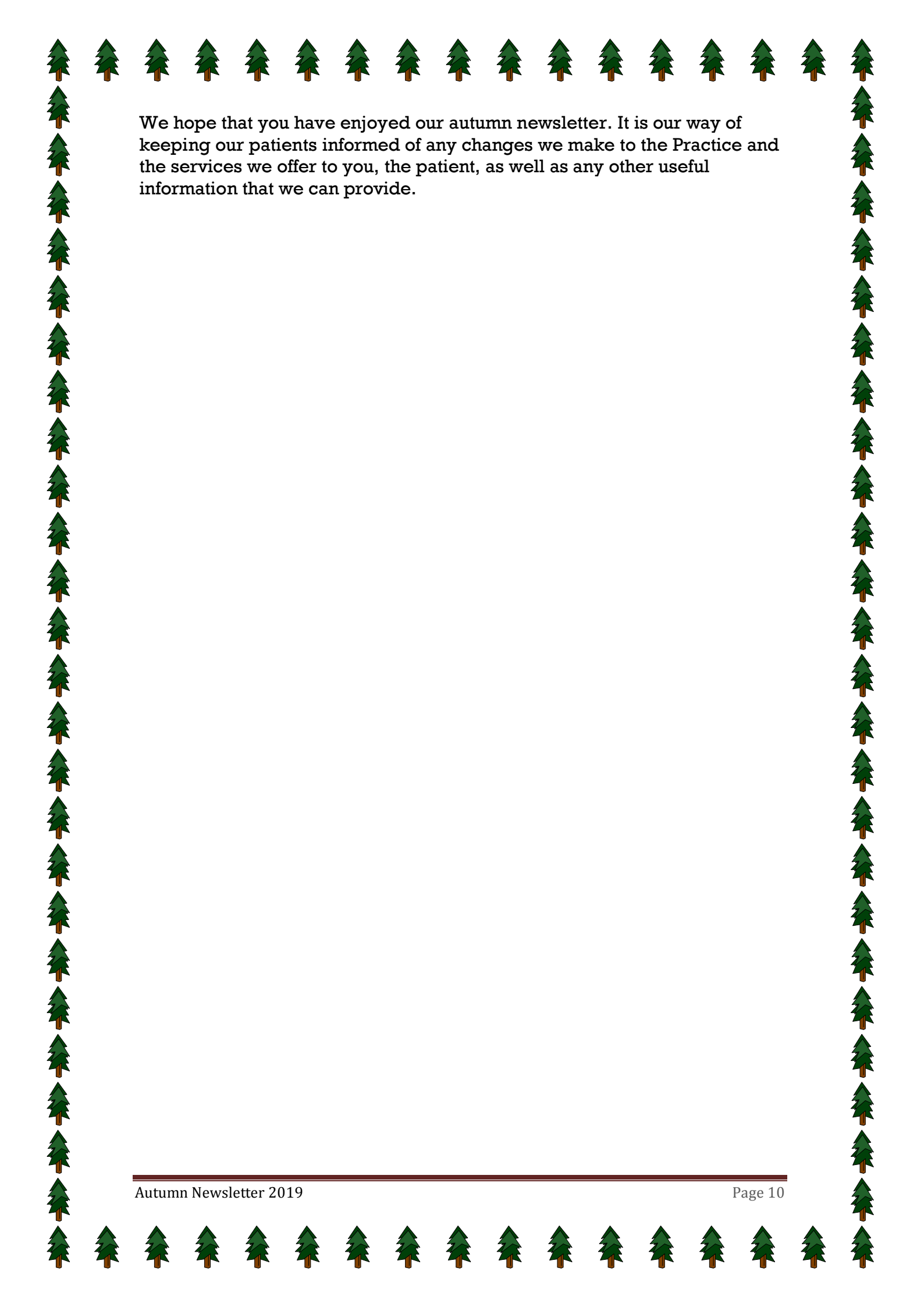
Thursday 26th December 2018

Wednesday 1st January 2019

If you require medical assistance over the holiday period call 111 for non-emergency advice or treatment. If you require urgent medical assistance call 999.

PRESCRIPTIONS

PLEASE CAN WE REMIND PATIENTS TO ORDER THEIR PRESCRIPTIONS IN GOOD TIME BEFORE CHRISTMAS TO AVOID RUNNING OUT OVER THE HOLIDAY PERIOD – THANK YOU

A decorative border of stylized evergreen trees surrounds the page. The trees are arranged in a rectangular frame, with a single row of trees at the top and bottom, and vertical columns of trees on the left and right sides.

We hope that you have enjoyed our autumn newsletter. It is our way of keeping our patients informed of any changes we make to the Practice and the services we offer to you, the patient, as well as any other useful information that we can provide.