

This Issue

We continue our aim to keep you informed of the services at Ivy Grove and also let you know about the latest medical developments.

New Patient Group

A New Patient Group has been launched this year and is currently looking to welcome new members from all age ranges and groups.

New Computer System

Our computer system is due for a radical new overhaul. We let you know about what to expect.

Counselling Service

From April, new providers have set up for counselling for those with mild to moderate anxiety, depression, panic and phobias. Find out more about referring yourself to the service if needed.

Day in the Life

Our 'Day in the Life' series continues with some information on the working day of a typical busy nurse at the surgery.

Your feedback

Your feedback is very important to us – feel free to write to us with your comments or questions. Our address is shown on the back page of this newsletter.



VISIT US ONLINE AT IVY.GS

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New Ivy Grove Patient Group Launched

At the start of 2013 a new patient group for the Ivy Grove Surgery was formed and meetings of the new group commenced at the end of January 2013 and are currently being held on a monthly basis.

At the February meeting nominations were received for the position of chairperson, deputy chair and secretary and treasurer and these positions were filled by Mike Ingham (Chair), Dave Bunting (Deputy chair and secretary) and Mike Ganly (Treasurer). The group is referred to as the *Ivy Grove Patient Group* (PG).

The PG currently comprises of 14 members who have agreed and approved the terms of reference for the group. The purpose of the PG is to give a voice to the patients of the Ivy Grove Surgery (the Practice) and to promote co-operation between the Practice and Patients to the mutual benefit of both. In the short term the PG has agreed to focus activities in the three key areas – liaising with other patient groups in the local area, a restructure and update of the patient section of the website and improved engagement by the Practice with the PG.

Mike Ingham (PG chair) has established contact with two other patient groups – The Park Surgery, Heanor and the Hannage Brook Medical Centre in Wirksworth. Three members of the PG have attended one of the patient group meetings at Heanor and a visit to the group at Wirksworth is provisionally being arranged for June. Both of these visits are intended to provide the

PG with an insight into the operation of other patient groups.

AIMS OF THE PATIENT GROUP

Contribute to the Practice decision making and consult on service development and provision;

Give feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary;

Seek feedback from patients about their experience of local health care services and use this to help providers make improvements;

Give patients a voice in the organisation of care provided by the Practice and related service providers;

Give feedback to NHS trust on consultations; and

Liaise with other patient groups in the area.

A review of the patient section of the website has been completed and selected members of the group are scheduled to meet with practice staff to agree the proposed changes. When implemented the agreed changes should place a greater emphasis on the PG and provide patients with more information about PG meetings and activities. *Continues overleaf.*





New Computer System

On Thursday 23rd May 2013 we will be moving to a new clinical software system. This new software system is called EMIS Web.

EMIS Web is a Windows based clinical system which will give the practice improved functionality. It will still allow patients to order their medication online, however in the near future we hope to be able to allow patients to book appointments online and even access their own records online.

On Wednesday 22nd May the surgery will be required to close early at 5.30pm. This is so the old system can be backed up and taken offline.

On the morning of Thursday 23rd May the engineers will start installing the new system at 7am. The surgery will open slightly later than usual that morning at 8.30am to give the engineer's time to check that the new system is working correctly before we start to see patients.

This is a major change for the whole primary healthcare team and as with anything new, it is going to take time for staff to get used to how the new system works.

During the first few days after installation things may take a little longer than usual and we hope that you will be patient and bear with us while we find out way around the new system.



National Carers Week is a UK-wide annual awareness campaign aimed at improving the lives of carers and the people they care for.

Monday June 10th to Sunday 16th 2013

The week beginning 10th June 2013 is National Carer's Week and on Tuesday 11th June Ivy Grove Surgery will be hosting a display in the waiting room in conjunction with the Derbyshire Carers Association.

There will be a wide range of information and advice available on the day. Derbyshire Carers Association can help in a variety of ways including individual support, telephone support, support groups, carers' breaks and home visits.

Many people do not associate themselves with the term Carer; they simply see themselves as relatives or friends doing their duty.

If you are a Carer who helps and supports someone who can't manage on their own, then we want to ensure you get all the support you need.

We are trying to identify and support as many Carers as we can particularly those people who may be looking after a member of their family or helping a friend or neighbour with day to day tasks, who don't really regard themselves

as a Carer and are undertaking this vital activity without help or support.

If you are caring for someone, we really would like you to let us know, so that we can ensure you receive all the support and information we can give, on topics such as benefit entitlement, access to respite care or maybe simply being there to provide a listening ear when things get too much.

If you are a Carer please ask at reception for a Carer's Identification and Referral Form or visit ivy.gs/dl

New Patient Group Launched

(Continued from Page 1)

The PG is keen to welcome new members to the monthly meetings to provide an even balance of representation on the group from all patient groups and age ranges. If any patient, registered with the Ivy Grove surgery, is interested in joining the group please contact the Practice Manager, Charmagne Stephenson or one of the PG members below.

If you feel you are unable to commit to attending the

monthly meetings but would still like to participate in the PG and you have access to the internet, then you are welcome and are encouraged to join the online discussion forum by registering your interest with the Practice Manager (more information at ivy.gs/pg).

The PG members below are also available to be contacted should you have any topics you consider the PG needs to get involved with.

Practice Manager Charmagne Stephenson, 01773 514130, admin.ivygrove@nhs.net

PG Chair

Mike Ingham, *please contact our practice manager to get in touch*

PG Secretary

Dave Bunting, *please contact our practice manager to get in touch*

PG Treasurer

Mike Ganly, *please contact our practice manager to get in touch*

SELF-REFERRAL COUNSELLING SERVICE

For the past few years GPs in some areas of Derbyshire have been able to refer patients to a locally based primary care psychological therapies service.

From April 1st 2013 you can be referred by GP or refer yourself to a number primary care psychological therapies services based in various clinics and settings across Derby City or Derbyshire County. You might choose to have your care where it is more convenient to your workplace or where relatives live or where there are shorter waiting times.

In 2010 the Government made a commitment to extend this sort of choice to a variety of health services. In practice this would mean that when you are referred (usually by your GP) or

refer yourself to a particular service you should be able to choose from a list of 'qualified providers' that meet NHS quality standards.

In Derbyshire, one of the services which now offers more choice about who provides your care is the primary care psychological therapies service.

**THE SERVICE IS
APPROPRIATE FOR
ANXIETY,
DEPRESSION,
PHOBIAS
AND PANIC**

It does not cover treatment for people with more severe and complicated mental health difficulties and is only for adults over the age of 18. The provider will be able to tell you more about the kinds of services they

offer and who will be suitable for their services. Patients will be assessed against their mental health and wellbeing needs. This means that the patient will be assessed according to standard guidelines for the treatment of common mental health problems such as anxiety and depression.

Following assessment, some patients may not be eligible for treatment and as such will be discharged from the service. If this is the case, appropriate information and advice will be given.

More information and a list of qualified providers is available from the Southern Derbyshire CCG website at <http://bit.ly/YQste0> or you can collect a list from reception or online at ivy.gs/dl.



COMMON AILMENTS #3 of a series

Headlice

Head lice are tiny wingless insects that are grey-brown in colour. They are the size of a pinhead when they hatch and 3mm long (the size of a sesame seed) when fully grown. Head lice cannot fly, jump or swim. They are spread by head-to-head contact and climb from the hair of an infected person to the hair of someone else. For many people, head lice cause no symptoms. They can give you an itchy scalp.

Treatments include wet-combing or drug treatments, which are either non-insecticide and insecticide based. Your pharmacist can advise on these treatments. For more details of treatment of headlice, visit bit.ly/QP2Dn1

Nose bleeds

Nosebleeds are fairly common, particularly in children, and can usually be easily treated at home. It is important to apply the correct first aid measures as soon as possible. A common mistake is to let the nose continue to bleed 'to relieve pressure'. If you had cut your arm, you would not simply hang it over the sink and wait for it to stop, you would apply pressure - the same goes for your nose!

You must pinch the soft bit of the nose for at least 10 minutes. For more details of treatment of nose bleeds, visit bit.ly/V8exEn. If bleeding is severe and not stopping despite pressure for more than 20 minutes, please attend the nearest major A+E department or ring 999

DVLA regulations – our duties and your responsibilities



The DVLA gives guidance on medical standards for driving.

Medical conditions can affect your ability to drive, for instance, abnormal heart rhythms, nerve system disorders, drug and alcohol misuse and fits. You may need to tell DVLA if you develop any health conditions or medical treatments that could impair your ability to drive.

The DVLA website gives lots of advice for patients on the medical standards for driving and a link is provided at the end of this article. As doctors we

will advise you if your condition could affect your driving, but we would like to remind all patients that it is the responsibility of the driver themselves to inform the DVLA about such conditions and it is the DVLA that has the legal duty to decide whether a person is permitted to drive or not.

If a person with such conditions ignores our advice, and continues to drive, as doctors we have a duty to inform the DVLA as not to do so may expose others to a risk of death or serious harm. In this situation, we will always try to seek your permission before disclosing your personal information to the DVLA.

The DVLA can be found at www.dft.gov.uk/dvla and medical condition info at bit.ly/VKZOBB

..more next time



Fire Alarm Testing

Every Wednesday morning at around 11am, we conduct a test of our fire alarm system. Do not be alarmed (excuse the pun) if the siren sounds for a moment and all automatic fire doors start shutting. A real alarm sounding will be continuous in nature.

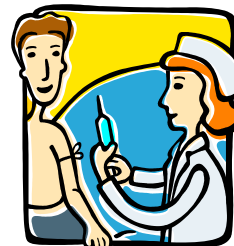
Medical Students

We are involved in the tutoring of medical students from Derby University and would ask that all patients bear with us if the doctor they are seeing has a student sitting in. We will always ask if you are happy with this, but would appreciate your help in training our future doctors. Students must abide by the same rules of confidentiality that all staff and doctors adhere to.

Day in the Life of a Practice Nurse - #2 of a series

No two days are the same; but the variety of patient's conditions, ages and personalities make our job interesting. Some days can be more hectic than others, but we are never short of things to keep us busy.

A typical day starts when we arrive at around 8.15am to log onto the patient system, check the immunisation fridge temperatures, clean the ear irrigation machine and check equipment stock. Morning surgery starts at 8.30am with patients being able to see us for wound care/suture removal, ear irrigation, travel immunisations and advice, smear tests, blood pressure checks, health checks, family planning, warfarin management, vitamin and other injections. In between seeing patients we may be attending to requests from GPs for chaperones, taking a heart tracing or attending to wound care. From reception, we also have requests for queries and advice, urine samples to dip, travel forms to assess and results to deal with.



Lunch at 12noon (if morning surgery not overrun) will be spent with colleagues giving the opportunity to discuss any issues that have arisen during the morning. We also hold nurse/clinical meetings in our lunch break. In order to maintain our nursing registration, we have to provide evidence of our continuing professional development, which usually means keeping up to date with current policies and guidelines, reading relevant journals all of which is time consuming, so we use any spare time for this.

Afternoon surgery restarts at 1.00pm. As well as general nurse appointments as in the mornings, afternoons also tend to be when we have appointments for patients to be seen with chronic diseases such as diabetes and COPD/spirometry (we do of course accommodate for patients who cannot get to set clinic appointments due to work or other commitments). We will usually have finished seeing patients by 6.00pm, the last half an hour or so being used to tidy up our rooms, finish any paperwork and deal with any questions/queries before logging off the computer for the day..... all ready to start afresh the next day!!

Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs. Charmagne Stephenson or write to us at the address below.

Contributions and letters to the newsletter are very welcome. Please address correspondence to the address below.

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Appointments

Ivy Grove Surgery does not offer a walk-in service and we would ask that all patients ring us and book an appointment first before arriving at the surgery. This will mean you are less likely to be kept waiting. We have a doctor on duty daily and will always deal with emergencies and serious problems the same day.

Appointments are a maximum of 10 minutes long and are to discuss one problem only. If you need to discuss further issues, please ask for a double appointment when you book. This helps the doctors to run on time and prevents other patients from waiting excessively.

Please cancel your appointment if you cannot attend, so that your slot can be given to somebody else. Wasted appointments increase waiting times for others. Thank you for your cooperation.

10 Great Reasons to Stop Smoking

• Need Some Motivation to Maintain that Resolution?

- 1 **Look Younger** – stopping smoking slows ageing and delays the appearance of wrinkles, improving your complexion.
- 2 **Live Longer** – half of all smokers die early from smoking related diseases. It's never too late to add extra healthy years to your life by quitting.
- 3 **Protect your Family** – Reduce the risk of ill health in your loved ones, like pneumonia, ear infections and asthma in children.
- 4 **Smile Brighter** – Your teeth will be whiter, and your breath will be fresher. Gums will be healthier and your teeth will be less likely to drop out.
- 5 **Breathe Easier** – Your lung capacity will improve, meaning that climb upstairs or brisk walk will not be as difficult.
- 6 **Smell Sharper** – Your sense of smell and your taste will get better, meaning more enjoyment with your food.
- 7 **Feel Energised** – You will get more oxygen in your bloodstream, meaning you will be less tired, have fewer headaches, and better concentration and mental wellbeing. Circulation will be better, giving you more energy.
- 8 **Lower Stress** – Stopping smoking lowers stress levels, whereas satisfying a craving for smoking with a cigarette is only a temporary relief.
- 9 **Better Sex** – Better circulation improves blood flow to the essential parts needed for good lovemaking.
- 10 **Improve Fertility** – Fertility is improved by quitting, and you will also reduce the risk of affecting baby's growth in the womb and the chance of cot death when it is born.



REMINDER

We will be closed on August Bank Holiday. Please remember to hand in your repeat prescriptions well in time.

NEXT ISSUE

Details of our next issue will be posted on the surgery website at <http://ivy.gs>

MAILING LIST

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We would love to hear your comments about our newsletter and also any articles you could contribute, so feel free to write at any time. Our address is above.