



VISIT US ONLINE AT IVY.GS

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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.

Website Improvements

We have redesigned our website to make it easier to navigate and use. Please see our article on this page for information.

Patient Group News

Our Patient Group updates patients on latest developments on page 2.

Flu Jab Information

The flu jab season is due to start soon. We give you news on the programme for 2013.

Day in the Life

Our 'Day in the Life' series continues with a detailed look at the working day of our Practice Manager at the surgery.

Patient Transport

We give you information and contact details for patient transport to help you get to your health appointments.

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.

SURGERY WEBSITE IMPROVEMENTS

Our surgery website is designed and maintained on an almost daily basis completely in-house by dedicated staff. Although our website is much more popular than it was a few years ago, we would still encourage all patients who have internet access to go online and visit our website.

The website contains a wealth of health information and news designed to help our patients make the most of our service. We have also developed a dedicated short web address to make it much easier for patients to get to our website.

As mentioned later in this newsletter, we have made extensive changes to the Patient Group pages of the site, so that you can now contact the group, join the group, and keep up to date with latest developments.

The website has pages devoted to medical information to help you to know what to do when you have a medical problem. It also gives you advice on other options available for getting the help that you need.

Sometimes a doctor's appointment is not always required and on our website we give you straightforward information on where to go for more appropriate and timely care. We have also listed the main contact numbers for other services that may be of help.

Our back catalogue of patient newsletters is also available online, either in text format, or downloadable in PDF format. You can also

download all the necessary forms to register as a new patient, download medical advice leaflets and other forms, and find out how to use the popular online prescription ordering service.

HOW TO GET TO OUR WEBSITE QUICKLY

Simply type ivy.gs into your web browser address bar

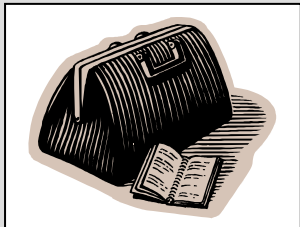
Quick links

Patient group - ivy.gs/pg
Online prescriptions - ivy.gs/rx
Medical advice - ivy.gs/medadv
Useful numbers - ivy.gs/numbers
Useful links - ivy.gs/links
Newsletters - ivy.gs/ign
Leaflet downloads - ivy.gs/dl
Help page - ivy.gs/help
New patients - ivy.gs/register

In response to feedback, we have reviewed the entire website and shortened many of the pages in order to make them easier to read and to navigate.

We have completely rewritten our help page so that you can easily find the information you need.

In the future, we intend to add other new developments, including online booking of appointments – watch this space! Please do give our website a try – you may find the answer you are looking for on its very pages.



Make the Most of Your GP part 1

Elements of this article have previously been published by the Patients Association

Think before you book

Please book an emergency same day appointment for genuine emergencies only. See a dentist for dental problems. GPs don't give antibiotics for common colds or viruses.

Telephone appointments

Consultations which do not require a face to face examination can be safely and easily dealt with by telephone. Sick note requests, medication advice and administrative issues are examples. Reception will always ask if your problem can be dealt with by telephone. See our website at bit.ly/11tPSRs for information.

Ask for advice

Not sure who to approach? You can always ask for advice first rather than book a surgery appointment. For instance, your problem may be better dealt with by a district nurse, or a health visitor. NHS 111 is also available for health advice round the clock. See our website at ivy.gs/medadv for more advice.

See the nurse

Our practice nurses are highly qualified and trained to deal with many medical conditions and manage the long term care of many patients themselves. See the list on our website for more information bit.ly/11GwHPY on what you can book to see the nurse with.



East Midlands Ambulance Service Reorganisation

The Patient Group updates the practice on recent developments

Four representatives from the patient group attended a presentation by the Derbyshire Locality Manager for the East Midlands Ambulance Service (EMAS) at the Park Surgery, Heanor on 25 June 2013. EMAS provides emergency 999, urgent care and patient transport services for the 4.8 million people in Derbyshire, Leicestershire, Rutland, Lincolnshire, Northamptonshire and Nottinghamshire.

As you will be aware, a proposal to re-organise EMAS throughout the six counties served by the service was put out for consultation in September 2012. By the end of the consultation period in December 2012, EMAS had received over 1000 responses and a petition comprising of 90,000 signatures objecting to

the proposed changes.

The aims of the re-organisation are to improve response times and to reduce wasted hours

The original re-organisation plan has since been significantly revised and a new plan has been agreed and is currently being implemented. The plan includes a new three tier service model comprising of emergency care practitioners (paramedics in cars), ambulances with a paramedic and care assistant on board and a doctor's urgent tier.

The revised property estate

model comprises of 28 strategic hub stations located throughout the six counties supplemented by ambulance stations and community ambulance stations. For Derbyshire there will be one strategic hub station located in Derby, three ambulance stations located at Ashbourne, Chesterfield and High Peak and 26 community ambulance stations. In the short to medium term the stations at Ripley, Belper, Ilkeston and Eastwood will remain operational.

The main aims of the re-organisation are to improve response times and to reduce wasted hours whilst at the same time meeting the strict financial targets imposed by central government.

New Patient Group Pages

Following the launch of the new Patient Group (PG) earlier this year one of the main aims of the PG in the short term was to refresh the patient group section of the website.

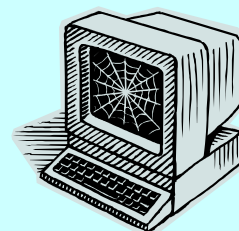
Representatives of the group have worked closely with the Practice to agree a

set of changes and those changes have been applied to the website.

In the PG section on the website you will now find the objectives of the new group, a letter from the chairman, minutes of PG meetings and details of the ways of contacting and

joining the group.

Please visit ivy.gs/pg to view and, if necessary, to download this information.





FLU VACCINATIONS 2013

FLU JABS

We will be inviting our eligible patients to have flu jabs in some specified clinics. Eligible patients should have now all received their invites.

Eligible groups for flu jabs include:

Those with long-term heart, lung, kidney, liver and neurological (nervous system) disease, diabetics, those with a suppressed immune system, over 65s and pregnant women.

This year, the government intends to extend the vaccination programme to children aged 2 to 17 years old, in order to protect this

vulnerable group and also reduce spread of flu from children to others. This is being rolled out in a gradual manner, therefore this year, we will be inviting children aged 2 and 3 for a separate nasal vaccine. A leaflet regarding this programme is available from the download section of our website at ivy.gs/dl.

**WE STRONGLY
ENCOURAGE ALL
ELIGIBLE PATIENTS TO
HAVE A FLU JAB
IF INVITED**

As with previous years, we

would strongly encourage any eligible patient to have a seasonal flu jab as such patients are at risk of developing serious complications from catching flu, such as pneumonia.

Most people are absolutely fine after a flu jab, but you can sometimes get a sore arm, mild fever or chills. These symptoms usually settle after a few days. The injection does not contain any live virus and therefore, contrary to popular belief, cannot give you flu!

More information will be available on our website at ivy.gs/flu.



PATIENT TRANSPORT

NHS Patient Transport Derbyshire

NSL Care Services provides non-emergency patient transport for patients needing to attend Derby Hospital appointments. Patients should ring **0843 3571553** where trained staff will assess eligibility for transport. If during making the call it is found that you are not eligible, staff will have information on what alternatives might be available. Download a leaflet from bit.ly/1dTTtAe.

Amber Valley Community Transport

This service is for people who have difficulty using public transport either because they have restricted mobility or where their transport needs cannot be met by the existing transport network. Priority will be given to people with health appointments which can include visits to clinics, doctors, dentists, opticians and health visits but other destinations will be considered, for example, hairdressing appointments and visiting friends and family.

The service will be delivered by volunteers using their own cars or the Community Transport accessible vehicle when necessary for wheelchair users. A mileage charge will be applicable on all journeys to cover running costs. All bookings should be made as far in advance as possible but every effort will be made to accommodate late requests. To book please ring **01773 746652** or visit bit.ly/1aSgTnJ.

Shopping Buses

The Dial-a-Bus scheme visits many areas of Amber Valley on a rota basis. It makes local towns accessible for people who have difficulty using public transport.

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page...

A Hello from Our New Partner, Dr Lawrence Axten



As some of you will already know I have been working at Ivy Grove Surgery since August 2012 as a salaried GP. Thank you for the

warm welcome to the practice from both colleagues and patients alike.

I took up the post after finishing my GP specialty training in July of the same year. My training involved working at local practices, the Royal Derby Hospital and the Radbourne Unit.

Prior to my GP training I gained my medical degree at Leicester University and then went on to complete my foundation years at various local hospitals. I completed my medical training a few years later than most, originally studying and working in biomedical science and nursing.

This has meant I have lived in a few areas of the country including Liverpool and Cambridge. My formative years were spent in a village in Buckinghamshire so I have returned to village life, eventually, in my current home of South Normanton, although the hills around here are a lot more arduous than the ones in Buckinghamshire!

I am pleased to announce that I have been offered and have accepted a partnership at Ivy Grove. Pending a few more checks by the Care Quality Commission, my position of partner at the practice should be confirmed in the next few months.

This is a challenging time for general practice with the introduction of another reorganisation of the NHS. I hope to work with the current partners at Ivy Grove to continue providing you with a quality general practice service.



Prescriptions

Please note that handwritten items on your repeat prescription may delay the issue of your medication. This is because we have to investigate your request and ask the original doctor that was involved in prescribing your requested treatment.

...Transport contd.

Shopping Buses

It is also a door-to-door service and you can book journeys in advance. The bus picks up passengers from home and takes them to town for shopping, meeting friends, family or visiting the library. Fares are in line with concessionary rates. To book please ring **01773 746652** or visit bit.ly/14mJ9N9.

Day in the Life of a Practice Manager - #3 of a series

My day normally starts at 7.30am when I leave home for my one hour commute to work. On my way to work I stop to collect milk for the practice so everybody can have a cuppa at work.

8.15 – I arrive a little earlier today as the school children are off school on their summer holidays and the traffic is lighter – hooray! I check in on reception first to ensure that all is well and there are no immediate problems which need my attention.

I start off my morning by checking my emails, only 29 to deal with this morning – I work through them, respond to a couple of easy ones and flag those I need to action so that I don't lose them later in the raft of others than come in throughout the day. I also review the list of tasks I need to do today.

9.00 – I receive a telephone call from a locum agency to say that the doctor we had booked for next week is no longer available – they made a mistake with their annual leave dates. So it is back to the drawing board and I spend the next half an hour emailing around the various locums and calling the locum agencies to see if we can find a replacement at such short notice – it's not looking good!

9.30 – I make a cup of coffee and start going through my post and the 20 new emails which have arrived in my inbox since this morning.

10.00 – Reception call to say the patient booking in system is not working properly – I am on the phone to the clinical system providers for the next 40 minutes while they try everything they can think of to get it working again including getting me to sit in the waiting room and watch the screen for any signs of life – nothing happens and they decide they need to send an engineer out.

The receptionist on the front desk is overjoyed at having 8 GPs and 4 nurses buzzing her by telephone every couple of minutes to send down their next patient, whilst I...

...this article continues on our website at ivy.gs

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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Hospital Letters

As part of our document process, all correspondence that arrives at the surgery is scanned onto our system within 24 hours. We can safely say that if a letter is not on our system, then we have not yet received it.

There may be a delay of 4-6 weeks from the date of your outpatient appointment to the date we receive a letter. This is completely beyond our control. Our staff and doctors are often asked by patients to ring hospital secretaries and chase up appointments or letters that have not yet arrived at the surgery.

Unfortunately this is an extremely time consuming exercise that distracts from other important work in the surgery. We would therefore kindly ask all patients to ring their consultant's secretaries themselves if they are chasing appointments or letters.

Why have I been referred urgently to hospital?

• Explanation about your two week wait appointment

Sometimes your Doctor may need to refer you urgently to hospital under the NHS two week wait appointment system. This is a fast track system designed to enable patients, whose symptoms may indicate cancer, to see the relevant specialist as quickly as possible.

You may be alarmed that you have been referred under this system, but this does not necessarily mean you have cancer – in fact the majority of patients referred under this system do not have cancer, however the GP has decided that your symptoms require referral and further investigation to rule out serious disease.

Your GP follows nationally set guidelines to help them to decide whether to refer you or not. These guidelines are based on various symptoms and findings that you may have. It has been shown that patients with these findings may have cancer and need active investigation in order to rule it out.

If the GP does refer you, you will be informed of this. In this surgery, during office hours, we advise that immediately following your appointment with the GP, that you take a seat in our waiting room. One of our admin staff will then come and see you to arrange the hospital appointment with you before you leave the surgery.

We have a leaflet explaining the two week referral process in the download section of our website, available at ivy.gs/dl.

REMINDER

Please remember to hand in your repeat prescriptions well in time. Patients are welcome to use our online service, details available at ivy.gs/rx

NEXT ISSUE

Details of our next issue will be posted on the surgery website at ivy.gs

MAILING LIST

If you want to join our mailing list and get this newsletter sent out to you electronically in PDF format whenever it is published, please send us an email to mail@ivy.gs

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.