

ISSUE

13.3

DECEMBER
2015

THE FREE
NEWSLETTER
FOR OUR
PATIENTS

NHS



Ivy Grove News

always aiming to provide high quality and friendly family health care
Wishing all our readers a Merry Christmas and a Happy New Year

VISIT US ONLINE AT IVY.GS

in this bumper issue

Stay Healthy This Winter P.1

Carers Support / Make the Most P.2

Letter to P.M. / Did you know? P.3

Dr Newport / Dr Smith P.4

Asking Reason / Controlled Drugs P.5

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.

Stay Healthy

Here we provide some top tips on staying healthy so that you can enjoy Christmas and the New Year.

Carers Support

We let you know about a new initiative in the surgery to support our hardworking carers.

Make the Most of your GP Part 8

Our series of articles on making the most of your GP continues.

Letter to the PM

Dr Wong continues with his letter to Mr Cameron about his concerns for the NHS.

Did you know?

We continue our series providing bite sized snippets of easily digestible information.

Doctor Newport

A short message from Dr Newport about her forthcoming retirement from practice.

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.



Stay Healthy This Winter

With winter arriving, we are advising patients to be prepared and to look after themselves. Here we give you some top tips for getting through winter and staying healthy.

If you are eligible for a flu jab and not already had one, please ring us to book an appointment for one as soon as possible, and certainly before we run out of stocks. Ask your doctor or nurse to give you a flu jab whilst you are at your appointment. Flu jabs help to protect you against serious complications of flu. See our flu page at ivy.gs/flu for more information.

**FOLLOW OUR TOP TIPS
FOR WINTER AND STAY
HEALTHY READY FOR 2016**

If you get a cold, there's no need to see the GP – antibiotics don't work for viruses and you will get better simply by looking after yourself with paracetamol, drinking plenty and avoiding strenuous physical activity. Make sure you use disposable tissues and wash hands and surfaces regularly. Doing so will also help prevent the spread of the diarrhoea illness, norovirus, also called 'Winter Vomiting Bug'. If your condition does deteriorate, or you don't get better as quickly as you expect, please contact us or call NHS 111 for advice.

Make sure your medicine cabinet is stocked up with appropriate over the counter treatments like painkillers, antiseptic cream, plasters and cold remedies. Your pharmacist can advise you further on home remedies and self-help treatment for many minor conditions without the need to consult a doctor.

If you do need to see a doctor, ring us earlier in the day rather than later. We can always give advice. This helps us to plan our day effectively and give us more time to deal with your condition. If we are closed, you can always ring NHS 111 for advice. Walk-in centres are also available.

It sounds simple, but remember to stay warm at home, aiming to keep your main living area at 18-21°C (64-70°F) and the rest of the house at 16°C (61°F).

Look after yourself through winter and at all times of the year by eating healthily, getting enough sleep, avoiding smoking and excessive drinking and keeping your social contacts going. Every bit helps.

Don't forget to fetch your repeat prescription well in time before the holidays. Even better, use our online service at ivy.gs/online and order your prescriptions any time of day or night.

Finally use our symptom checker for more advice and help at ivy.gs/symptoms.



**ivy grove
surgery**



Make the Most of Your GP part 8

Avoid just turning up

Unlike walk-in centres, we are not a walk-in or turn-up service. Also, General Practice is not geared up to be an emergency service like Accident and Emergency departments. We run a full appointment system for the benefit of all patients. We would therefore kindly 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 urgent and serious problems the same day.

Use our Symptom Checker

A doctor's appointment is not always required nor is it always the best option for your condition. In order to help patients direct themselves to the most appropriate service, we have a Symptom Checker online at ivy.gs/symptoms. This is designed to encourage patients to access appropriate help in a timely manner. We have now added a new search facility to the page so it will be even easier to find your symptom or condition. Try it out!

Later appointments are for working people

We have a limited number of evening and late evening appointments available and would suggest that these appointments are booked by those who are working in the day or who are otherwise unable to attend our daytime appointments for other reasons. We provide such services to try and help as many different types of patients as possible.



Ivy Grove is taking part in a new pilot scheme with other local practices, whereby a carer support worker from Derbyshire Carers will come to the surgery for a full day clinic once a month. These clinics are to support any person who believes they have a caring roll, regardless of whether they are a registered patient at the surgery.

A carer support worker can help patients by completing carers assessments, organising personal budgets, creating emergency plans and exploring funding opportunities. They also help by arranging home visits, providing 1 on 1 support, information and advice, accessing blue badges and directing people to local carer support groups. In addition, they access respite services and provide help for the person being cared for, as well as signposting to other organisations, telephone support and help

with training and events.

Our support worker is Lisa Barker and she will generally be at the surgery on the 2nd Wednesday of every month. The next scheduled dates will be December 9th 2015, January 13th 2016, February 10th 2016 and March 9th 2016.

In order to see Lisa, no referral forms are required. All we need is your name and a contact number to book you an appointment slot.

If you would prefer a phone call from Lisa just let us know and she will call you back the next time she is in surgery.

If you would like a home visit we can take your details and Lisa can arrange this when she is next at the surgery.

If you cannot wait until the next time Lisa visits the surgery, you can book

Derbyshire Carers Support Worker

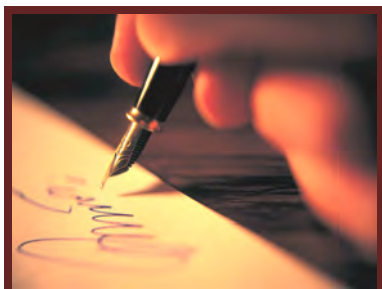
Regular monthly clinics now at the surgery

yourself into any of her Carers Clinics at any of the other local surgeries taking part in the scheme. Contact us if you would like details of where you may be able to get an appointment sooner. Alternatively you can contact Derbyshire Carers Association directly on 01773 743355.

Just a reminder: The next meeting of the Patient Group will be at Ivy Grove Surgery on Thursday January 28th 2016 at 7pm. All registered patients are welcome to attend to help improve services at the surgery.

CHRISTMAS HOLIDAYS

We will be closed from Christmas Day, Friday December 25th through to Monday, December 28th inclusive and also closed on Friday January 1st 2016. If you need medical attention or advice when we are closed, please ring NHS 111 on 111, or see our website. Check our website for latest news and updates or to order your prescription online.



Letter to the Prime Minister (part 6)

Dr Wong shares the letter about the NHS which he sent to Mr Cameron

In previous issues of the newsletter, we carried the first parts of a letter that was sent directly to the Prime Minister, and also to Jeremy Hunt, the Secretary of State for Health. We continue with part 6 here.

The tone of language and intentional humour, which has been left intact, should not detract you from what are real and genuine concerns.

Using your tame media and your friends, you constantly wage a war against GPs, now in its 10th year at least. Decry our massive pensions, our laziness and short working hours, our vermin-ridden buildings, our dishonest ways, our poor accessibility, our failure to diagnose dementia soon enough, our inability to stop hospital admissions, our lack of compassion and care, the list is endless.

Yet, publicly and with great gusto, state how great we are. How we want and need our GPs to provide personalised care and exalt your laudable aim to bring back the 'Good Old Days'.

I must admit it is genius. Constantly berating and praising, often at the same time, is a genius plan. There is nothing like blowing hot and cold to confuse people and get them chasing their own tails trying to work things out. Recognise this behaviour? It's

what controlling people and bullies do. Just like in your own public health adverts. Anyway, more on controlling later.

What do our esteemed leaders do in reaction to this? Do they enjoin in a chorus of no further abuse of the NHS, of primary care, of GPs? No, they tell us to Federate, with a capital F [Federating is essentially where groups of practices join forces in order to reduce running costs].

Now I find this interesting. As the more astute have said, if the Answer is 'Federate', what is the Question? Well, the Question is not any of these questions: It's not 'How GPs can deliver more'. It's not 'How can Primary Care cope in the Modern NHS?' It's not even 'How can GP Practices survive in an era of uncertainty?'

If these were the Questions for which the Answer is 'Federate' then the answer is actually a foolish knee-jerk reaction on how to manage a deliberate man-made crisis, without dealing with the roots of the problem, which are namely lack of demand management, lack of manpower, and hence lack of time to actually resolve the crisis properly and cleanly. Our leaders are the band merrily playing on, whilst the rest of us foolishly shuffle deckchairs on the NHS Titanic.

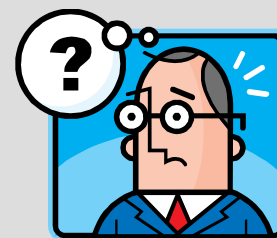
Actually if the Answer is 'Federate' then the Question

that is being asked is: 'How to transform a few entrepreneurial GPs into future leaders of Primary Care?' or perhaps it is 'What's a good way to make a disparate 'cottage industry' a viable takeover option for private provider companies?' Not my words to describe the most cost-effective and most efficient part of the NHS, by the way.

Why do we think that the Question is this? Well the answer lies in the questions themselves of course.

Whatever the future model of General Practice, the key ingredient is manpower. You need manpower to manage the insane demand and address the capacity issues. As admirable (or misguided) as the aims of our leaders are, even a federated or a collaborative model still needs coalface GPs to do the day to day work, to push back the tide of all that evidence-free nonsense you are throwing at us. You see, there are not enough of us to manage what we have now but then you know that already. Unfortunately, much as we'd like to, we can't all be directors overseeing a healthcare sweat shop.

This very long letter will continue in many future editions of the patient newsletter. However, you can read or download the full letter online at ivy.gs/opinion.



Did you know...?

...that we send text reminders 48 hours before your appointment – to all patients for whom we have a mobile phone number on record.

...that you can book appointments online 24/7 – this service is available round the clock every day at ivy.gs/online

...that you can prebook appointments up to 6 weeks ahead – but we do ask that you try and do your best not to forget your appointment (but we will text you as above)!

...that we are open late on Tuesday and Thursday – we offer appointments till 7.20pm for those who work or need a later appointment.

...that we can carry out limited numbers of minor operations – however the list of procedures we are allowed to perform has been drastically reduced by the Department of Health.

...that blood tests are not carried out at the surgery any more – all phlebotomy services are carried out at Ripley Hospital and are commissioned by Southern Derbyshire Clinical Commissioning Group (SDCCG).



NEWS SNIPPETS

Telephone Appointments

Many of you will know that we offer a select number of telephone appointments for the convenience of patients. These are for queries and conditions that do not need a face to face examination. As this type of appointment is in great demand, we do ask that all patients make themselves available to take a call from the doctor between the times specified by our receptionists and to ensure that they have adequate phone signal.

Please note that when the doctor calls, your caller ID may show the number as blocked or withheld. For confidentiality reasons, the doctor ringing will not leave any messages on answer machines, and due to time constraints, will only make two attempts to reach you. If you miss the calls from the doctor you will need to rebook.

Mobile Phone Numbers

On the subject of telephones, it always helps to have an up to date mobile number on our system. We can use your number to send you text reminders about your appointment, and of course, can use it to contact you should there be an urgent issue that we need to speak to you about.

We will also be exploring wider use of text messaging services in order to improve the quality of our care. Please watch this space!

Named GP

Most patients will have been notified at some point about who their named GP is. If we do not get a chance to see you this year, all patients can be assured that they will already have been allocated a named GP. This will be the same doctor as their registered GP.

DR NEWPORT RETIRING

Dr Sheila Newport writes:
Having worked at Ivy Grove Surgery for over 30 years I am writing this to let everyone know that I will be leaving in January 2016.

I first came to Ripley as a trainee GP in 1984, having spent several years working as a hospital doctor in Nottingham, Derby and Luton. I found both the practice and the people of Ripley welcoming and friendly. Over the years I have got to know many of you and your families personally. I feel enormously privileged to have worked as a family doctor in this community for so many years.

In the first few years of working here as a GP our work integrally involved staffing Ripley Hospital and delivering babies at Babington hospital, times have changed considerably since then. It was a pleasure to work with colleagues in our hospital which had and has a true community feel.

**WE WISH DR NEWPORT
ALL THE BEST FOR THE
FUTURE**

General Practice is currently under enormous pressure. However I do believe that in Ripley and its surroundings the practices continue to provide high quality care and that their commitment in the current times

of change will allow them to continue to deliver and improve services in Ripley.

Over the last five years I have spent most of my working time developing Southern Derbyshire Clinical Commissioning Group with a team of clinical colleagues and managers and thus have worked much less at Ivy Grove. However after so many years it will still be a wrench to leave the practice.

A big thank you to all my colleagues, both doctors, nurses and staff within the practice, and in other local practices and Ripley hospital. I will miss both my colleagues and all of you whom I have come to know over the years.

Dr Peter Smith says hello to Ivy Grove Surgery



I began working as a salaried GP at Ivy Grove Surgery in August 2015. It had been a busy few weeks for me, as I had just completed my training to become a fully qualified GP, and had just become a father for the first time.

I had actually been offered and accepted the job quite a few months earlier, and had been looking forward to starting for some time. Before starting work here, I had the impression that this surgery was friendly, open, and provided good clinical care (including my wife's antenatal care until we moved practice!). I have to say that so far I have not been disappointed by this, in both staff and patients.

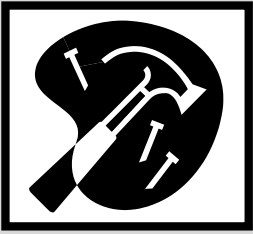
I studied at the Hull and York Medical School,

which also included spending time in Scarborough, Scunthorpe and Grimsby. My first two years of working as a doctor were spent in the Humberside area.

After getting married, my wife and I decided to relocate to the East Midlands, and I began training to be a GP in Mansfield. During that time we moved into Amber Valley, and have made our home here.

Having a young child takes up much of my time away from work! However, I am also a keen photographer, and more recently have taken up Power Kite Sports.

I have now been working at Ivy Grove for several months, and have very much enjoyed my time so far. I look forward to continuing my work here, and getting to meet more of our patients.



Laminate Flooring

Please bear with us whilst the surgery flooring in the waiting room and corridors is being replaced with laminate. In order to minimise disruption to the practice, the work is being undertaken at weekends. It is expected that the work should be completed by mid-December.

Christmas Eve

We will be closing early on Thursday December 24th 2015 at 4.30pm. If you need to be seen, please ensure that you ring earlier rather than later in the day. Check our website for other opening hours during the festive period.

Asking the reason for your appointment

This is to ensure that you get the best possible care

With immediate effect, our receptionists will now be asking all patients a brief reason for booking an appointment. This is to ensure that, where possible, you are booked with the most appropriate clinician. In some cases, once a reason has been given, it may become apparent that another service is more appropriate, for instance, Minor Injuries Unit in case of an accident, or 999 in case of a suspected heart attack or stroke. In other cases, another practitioner may be needed, such as a physiotherapist, or the district nurse.

By asking the reason, our receptionists can then advise accordingly or book you in more appropriately. This is to improve the quality of the care that you receive.

If you wish to help yourself and be able to access the most appropriate care for your given reason or condition, please visit our new Symptom Checker online. It is available at ivy.gs/symptoms. You will be able to search for your problem online and be told who to turn to in the first instance. Many services are self-referral services, and will often enable you to get help more quickly than seeing a doctor or nurse.

We would like to reassure all patients that our staff adhere to a strict confidentiality policy and will not pry or ask detailed questions on the telephone. We respect your right to privacy and should you decline to give a reason, we will still book an appointment for you, but be aware that this may not always provide you with the most timely and appropriate care.

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.

Written by Dr M. Wong unless otherwise stated.
Email: mail@ivy.gs



ivy grove
surgery

Ivy Grove Surgery
Steeple Drive
Ripley
Derbyshire
DE5 3TH
01773 514130

www.ivygrove.org.uk
mail@ivy.gs

Check-in System

The computerised patient check-in system is out of action and needs replacing. Please bear with us whilst we are looking at demonstrations of new systems that are suitable for our needs. In the meantime, patients will be called in by the receptionist or the clinician they are seeing. We apologise for any inconvenience caused.

Merry Christmas!

We wish all our patients the very best for the festive season and all good wishes and health for the New Year. Keep well and enjoy yourselves!



Collection of controlled drug prescriptions

A change in practice policy as outlined by Dr Lawrence Axten

As a patient you can pick up your prescription in many different ways. This may be from your pharmacy, delivered to your home or collected from the reception desk at Ivy Grove Surgery. This change will affect only patients who are prescribed controlled drugs and pick up their prescription from the reception desk at the practice.

What are controlled drugs?

Some medicines are regulated under the Misuse of Drugs Act. This means that the drug is more strictly controlled under UK law. The majority of drugs do not fall under this law and therefore the majority of patient prescriptions will be unaffected. The law on these useful medications aims to stop these drugs being misused, obtained illegally or causing harm to the general public. The law also governs and gives legal responsibilities to your Doctor, Nurse and Pharmacist on how these medicines are prescribed, dispensed and stored. If you wish to know more visit bit.ly/1S3EDHB.

How will I know if I am taking a controlled drug?

Do not worry. One of our receptionists will let you know that you are collecting a prescription for a controlled drug. For those who are interested you can also look at your prescription. There you will see 'CD' printed next to the medication name.

How will this change the way you collect your prescription?

The change in practice policy will now require all patients who collect a controlled drug prescription from the reception desk, to sign to confirm their receipt of the script. A representative can still collect your prescription for you, they will be asked to sign instead. It should be as simple as that and not mean you spending too much time at the desk! Please bear with the reception staff until we get used to the new system, they have other details to fill out too.

If you have any worries, concerns or comments on what this change will mean to you please do not hesitate to get in touch.

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.

REASONS FOR A HOME VISIT

APPROPRIATE



Bedbound



Terminally ill



Would come to serious harm if moved

UNSUITABLE



No transport or money



Children, young people & anyone who is mobile



Social reasons or for convenience



Other help more appropriate

THE SMALL PRINT

- Patients **do not have an automatic right** to a home visit
- Under their terms of working, doctors are required to consider home visits for **medical reasons only**
- If you think you qualify for a home visit, please **ring before 10.30am**
- All visit **requests will be medically assessed** to check if appropriate

WHERE TO GET HELP!

Examples only



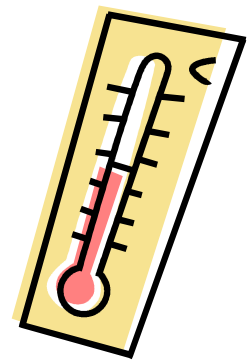
SELF-CARE

minor grazes, coughs and
colds, sore throat,
hangover



PHARMACIST

diarrhoea, runny nose,
headache



GP SURGERY

fever, earache, stomach
ache, vomiting



MINOR INJURIES UNIT

sprains and strains, cuts,
rashes, stings and bites



A+E or 999

chest pain, head
injuries, stroke, severe
bleeding, deep
wounds, severe
shortness of breath,
broken bones



NHS 111

advice, medical help,
not sure who to call



DENTIST

toothache, abscess,
gum disease

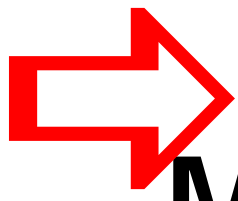
YOU CAN ALSO REFER YOURSELF DIRECTLY TO...

PODIATRY (01773 743456) at Ripley Hospital for foot and nail care

PHYSIO DIRECT (01335 230079) Physiotherapy for back, neck and joint problems

COUNSELLING (various providers) for anxiety or depression available – ask for a leaflet

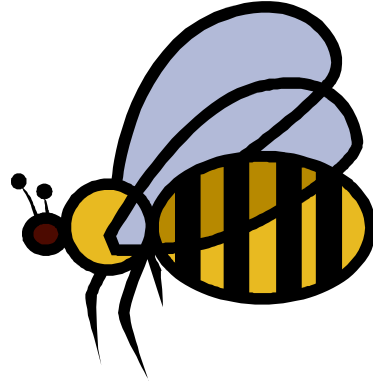
SEE ALSO our website at ivy.gs/numbers for contact details of other sources of direct help



DO YOU NEED THE MINOR INJURIES UNIT ?



SPRAINS & BREAKS



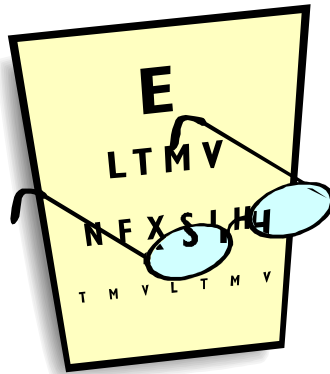
INSECT BITES & STINGS



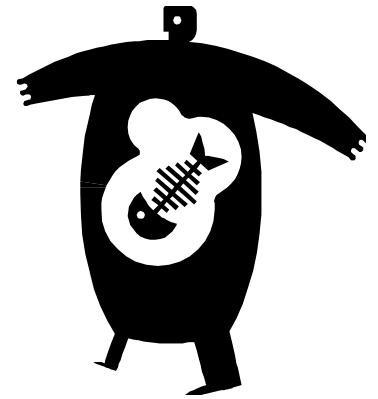
HEAD INJURIES



BURNS & SCALDS



EYE PROBLEMS



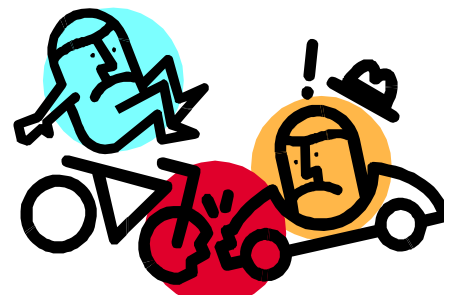
FOREIGN BODIES



**MINOR WOUND
INFECTIONS**

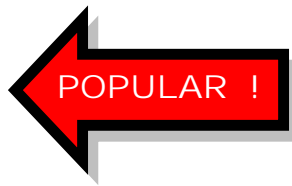


CUTS & GRAZES



ROAD ACCIDENTS

SURGERY WEBSITE



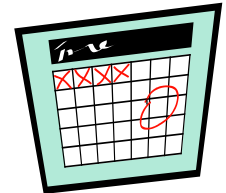
**ORDER PRESCRIPTIONS
ONLINE**

ivy.gs/online



**JOIN OUR
PATIENT GROUP**

ivy.gs/pg



BOOK APPOINTMENTS

ivy.gs/online



SYMPTOM CHECKER

ivy.gs/symptoms



**MEDICAL ADVICE
ARTICLES**

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USEFUL CONTACTS

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**ONLINE REGISTRATION,
VIEW MORE OF
YOUR MEDICAL RECORD,
MOBILE SITE**

Type ivy.gs into your browser address bar to get to our site

IVY GROVE SURGERY

WHAT DO OUR NURSES DO?



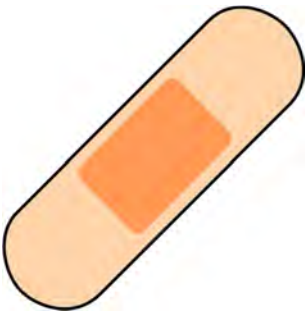
Family planning



Blood pressure



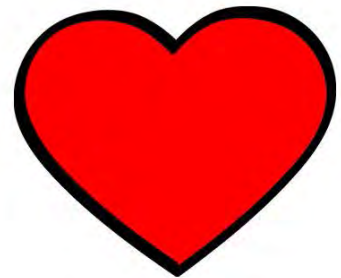
Blocked ears/wax



Dressings & stitch removal



Health and well person checks



Cardiovascular disease reviews



Diet and weight monitoring



Asthma & chronic bronchitis care



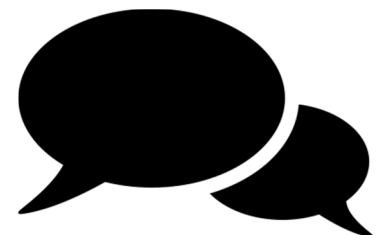
Travel advice and injections



Vaccinations (excluding TB)



Ring pessary fittings & smears



**And more...
...please ask!**