



## 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 Fit Notes

We tell you about the new system for sick notes, now redesignated 'fit notes'. Doctors can sign these notes based on the reports of other doctors or from a telephone assessment. You don't need a note to sign back to work now. See this page for information.

## Appointments

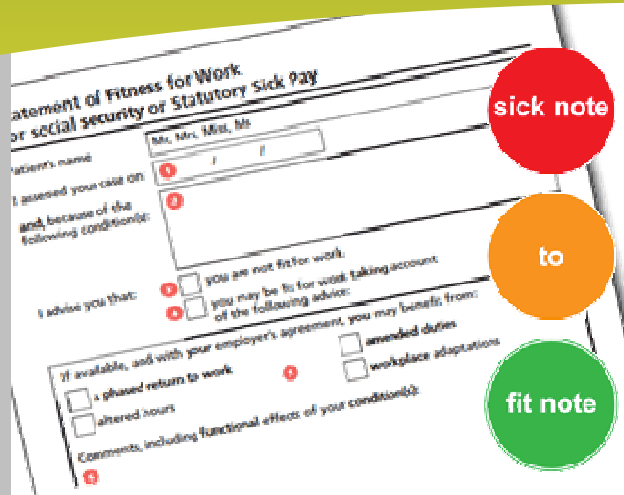
Our practice manager, Charmagne Stephenson writes about our new appointments system and we also introduce a new doctor to our team to help further improve our appointments situation.

## Ripley Hospital MIU

Collette Owens, senior sister, writes about the service offered at Ripley Hospital for all those with minor injuries. See page 4 for details.

## Your feedback

Your feedback is important to us – feel free to write to us with your comments or questions. Our address is on the back page of this newsletter. To this end, Dr Ross writes about the patient satisfaction survey he conducted for our new Warfarin Clinic. See page 2 for details of the results.



## in this issue

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## Sick notes to Fit notes – changes explained

A new 'fit note' was introduced in place of the doctor's sick note on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

### Fit note – changes explained

The new fit note will be called the 'Statement of Fitness for Work' and will be used in England, Scotland and Wales. It will have more information than the present doctor's sick note.

The main changes will mean:

- your GP will be able to say if they think you are 'not fit for work' or 'may be fit for work'
- your GP can add advice to the note for your employer on how simple changes to the job you do may allow you to return to work earlier
- there will be fewer kinds of medical statements forms issued by GPs

If your GP gives you a note that says that you 'may be fit for work' if your employer makes simple changes for you but your employer is unable to make those changes or they do not help you then the fit note will function as if the GP had said that you are 'not fit for work' – you will not need to return to the GP to get a new note to cover this situation.

Your GP will put on the fit note whether or not he/she needs to see you again at the end of the period covered by the note. Even if your GP has

put that he/she needs to see you again but you have completely recovered and you are back to normal working you do not have to see the GP again about your fit note, although you may, of course, wish to see him/her about other matters. There is no need to get a note to 'sign back on to work'.

GPs do not issue fit notes for the first seven days of absence caused by illness or an injury and they do not issue return to work notes, even if your employer asks you to get these. If you are having trouble with your employer over these matters you should consult your Union or the Acas help line on 08457 47 47 47.

### Why the changes help

Research shows that long periods out of work can lead to worse health while working can be good for your physical and mental health and well-being. The longer you are absent through illness, the lower are the chances of you returning to work. Work may help you recover quicker from illness.

The new fit note is intended for both employees and employers by helping people back to work as soon as possible. Employees will benefit from better health and well-being because they have gone back to work. Employers will be able to keep skilled staff, contributing to the success of the business and reducing sickness absence.



## Warfarin Clinic A Success!

Dr Ross, clinical lead for the new anticoagulation clinic, reports feedback from the clinic.

I would like to thank all the Ivy Grove patients who handed back their Warfarin clinic questionnaires. These revealed that you appreciate the successful implementation of our new Warfarin (INR) clinic.

The survey contained questions on whether patients are finding that the clinic offers convenience, easy appointment booking, continuity of care, quick and easy finger-prick testing, quality consultations with good communication, and clear instructions regarding dosage.

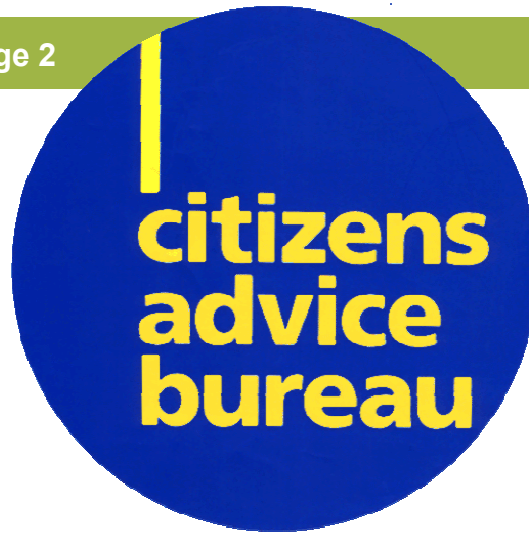
The average score was 40/44, giving an overall satisfaction level of 91%. We are very pleased that you find the service meets your expectations.

Well done to all the staff members who have worked so hard to make the clinic a success.

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27 respondents  
scoring a total of 1084 out of 1195 (91% satisfaction)

## Appointments

We are taking active steps to improve our appointments situation (see p. 3 for details); however, due to annual leave, paternity leave and a shortage of locum doctors, the practice will have a significantly reduced number of pre-bookable appointments available from Monday 9th August until Monday 6 September. Appointments can be booked on the day by ringing the normal surgery number.



## Changes to State Retirement Pension

Richard Crowther continues his series of articles with information on the recent changes to the state pension

### Changes to State Pensions

State Pensions changed from 6 April 2010. If you reach State Pension age on or after that date then you will get a State Pension under the new system. For most people the changes will happen automatically, but you may need to take action to make sure you get everything you are entitled to.

To get a full basic State Pension, currently around £95 per week, you will only need to build up 30 qualifying years of National Insurance contributions or credits. Under the previous system, women normally needed 39 qualifying years and men 44 qualifying years

To start getting some basic State Pension, you will only need one qualifying year of National Insurance contributions or credits. Under the previous system, you needed to build up a minimum number of qualifying years to start getting some basic State Pension – 10 years for women and 11 years for men.

Changes to State Pensions will also make it easier to get a full basic State Pension for many people with caring responsibilities.

**For most the changes will happen automatically, but you may need to take action**

If you are a woman, the earliest age from which you can start getting your State Pension has increased from the age of 60. The State Pension age for women is rising gradually between 2010 and 2020 to make it the same as for men, currently 65. Your own State Pension age depends on your exact date of birth.

### For more information

You can get a forecast telling you how much State Pension you may get when you reach state pension age from the Directgov website. You can also find out what information you'll need before you apply.

Go to: [www.direct.gov.uk](http://www.direct.gov.uk).

Directgov also has lots more information about changes to the State Pension from April 2010. Go to: [www.direct.gov.uk](http://www.direct.gov.uk).

If you require further advice regarding these changes and how they may affect you please make an appointment at reception to see our adviser at the surgery. Advice sessions are held every Friday between 9.00am – 12.00pm.

The Citizens Advice service helps people resolve their money, legal and other problems by providing information and advice, and by influencing policymakers.

Advice provided by the Citizens Advice service is free, independent, confidential, and impartial, and available to everyone regardless of race, sex, disability, sexuality or nationality.

You can visit the Citizens Advice website at:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for more information.



## NEW APPOINTMENT SYSTEM

Once again we have listened to what our patient say about our services and how we might be able to improve things further.

Over the past few years our patient demand for appointments has grown significantly and we are always looking at ways we can meet this demand. When Dr Jones retired we appointed a new GP, Dr Langton, who is working extra sessions and by mid August Dr Foxwell will also join the team. This will allow the practice to offer an increased the number of GP appointments each week.

However, along with the changes in personnel, we are also planning to change the way our appointment system works. We have found that demand for appointments is highest on Mondays and Fridays, therefore our team of GP's will be changing the days they work to better meet the demand. The team will also try to be more flexible so as to provide

cover when other GPs are on leave. To allow for this flexibility the GPs may not work the same days every week. However, all the GPs will work Mondays and Fridays on a rota basis.

There will still be a Duty Doctor allocated each day to see those patients who need an emergency appointment, however to enable this GP to see those emergency patients the old triage system will come to an end.

**MORE GP APPOINTMENTS  
WILL BE OFFERED AND WE  
WILL ALSO OPEN  
EXTENDED HOURS**

We will be re-opening on Wednesday afternoons, although there will still be one Wednesday every month when the whole building (both Ivy Grove & Jessop Medical) will be closed. These Wednesday afternoon sessions are called Quest Sessions and they are organised by the Primary Care Trust for Personal Development and Staff Training.

Another area which patients have been asking us about is extended

hours. We will be operating extended hours every Monday evening and Friday morning. The surgery will be open on Mondays from 8.00am to 8.30pm and on Fridays from 7.00am to 6.30pm. Appointments on Mondays after 6pm and on Fridays before 8.30am will all be pre-bookable. The opening times on Tuesdays, Wednesdays and Thursday will be 8.00am to 6.30pm. Please note that although the surgery will be open our telephones will still transfer to Derbyshire Health United between 6.30pm and 8.00am each day and from 6.30pm on Friday until 8.00am on Monday morning.

We will also try to provide pre-bookable appointments at least 4 weeks ahead for both the doctors and nurses. However, we will still need to retain a certain amount of same day appointments for those patients who need to be seen sooner.

All these changes will start from 6th September 2010 and we hope they will improve our access for patients. However, like all new systems there may be a few teething problems and we ask you to bear with us whilst we try to find ways to overcome them.

## HILARY COOK RETIRES

Our Hilary says a few words...

My days as a 'Florence Nightingale' have come to an end with my retirement at the end of March. As I look back, the changes during my working life have been tremendous. I started my nursing career in 1966 as a cadet nurse. Think of the old fashioned hospital films and you get the gist! Severe matrons; ward sisters that frightened the life out of you and nurses in uniforms of starched caps, aprons and collars that left a red raw line around your neck, thick black stockings and flat, black laced up shoes. It sounds awful, but I loved it!

I feel I have been very lucky in life. I have had a career I've loved and a husband and family that's supported me.

I joined the Ivy Grove team in 1985 when it was a small band of doctors and one other nurse. Since then the team has grown and consequently we outgrew the building, which is why we moved surgery five years ago.

The range of healthcare which is now delivered within the practice has expanded at an unbelievable speed and because of some government directives it has created some frustrations at the initial point of access. What we need to remember is that for all the faults of the NHS, we still have a system to be proud of and that all the health professionals are trying their best to make it work.

During my years at Ivy Grove I have tried to keep you all on the path to good health and I hope that some of my advice will have set seed to grow. I am also aware that I have been a hard task master for some of you! I hope I didn't cause too many bruised feelings along the way. My apologies if I did.

I think the people of Ripley and the surrounding area are a great bunch and I would like to say how nice it has been, knowing you all and that I will quite likely see you around the town.

**WE WISH YOU ALL  
THE BEST HILARY!  
VERY WELL DONE!**

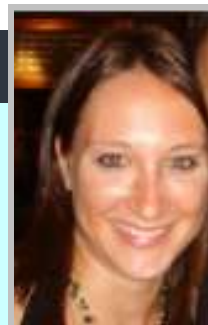
## Dr Rachael Foxwell joins Ivy Grove Surgery

### Ivy Grove Surgery welcomes Rachael to the team

Hello, my name is Dr Rachael Foxwell and I would like to introduce myself as the new part-time salaried GP working at Ivy Grove Surgery. You will see me at the practice, normally on Mondays, Tuesdays and Fridays from the 16th August. Having completed my GP training in Bristol I am returning to the East Midlands to join my partner Simon who is an orthopaedic registrar in the region. Having trained at the University of Nottingham, and completed my house jobs at Nottingham City Hospital, before moving to the south west I am excited to be returning, and to see a bit more of Derbyshire. Simon and I have lived at least 160 miles apart for the last 4 years so we are grateful to have the opportunity to

say goodbye to the M5, and start a new phase of our life together in Nottingham. As a keen walker and camper, I am looking forward to exploring the Peak District, and I also am on the look out for a Wind Band with which to continue playing my Clarinet.

Having met the other doctors and staff at Ivy Grove I am excited to be made a member of such an enthusiastic team. I very much look forward to having the opportunity to care for you and your family members in the future.







## HOME VISITS

If a patient can come to surgery then it is strongly recommended that they do so. The surgery has the facilities and access to appropriate equipment, which cannot be brought to patients' homes. Home visits are reserved for the housebound and those too ill to come to surgery. It is practice policy not to visit children at home as they are eminently portable and even if they have a fever, will not come to any harm by being brought to surgery, as long as they are wrapped up.

Same day visit requests should be made before 11.30am

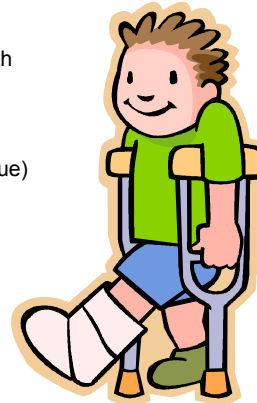
## Welcome to the Ripley Hospital Minor Injuries Unit

### • Collette Owens, Senior Sister at the MIU at Ripley Hospital writes about the service there

We are a nurse led unit specialising in the assessment and treatment of various INJURIES from head to toe. We are open 24 hours a day 365 days a year! We have x-ray facilities available from 9.00 – 17.00 Monday – Friday and 9.00 – 12.30 Saturday. We are staffed by Emergency Nurse Practitioners, Staff Nurses and Health Care Assistants. We are also a popular teaching establishment for various health care students, including paramedic, medical and nursing students.

We see and treat various injuries including:

- Minor head injuries
- Eye infections and injuries
- Chest and rib injuries with no shortness of breath
- Limb injuries
- Hand injuries
- Lacerations (which we can stitch, steristrip or glue)
- Abrasions
- Burns and scalds
- Broken bones (Fractures)
- Sprains



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.

Edited by Dr M. Wong



## ivy grove surgery

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## TELEPHONE NUMBERS

Please try and keep us up to date if you have changed your telephone number. We accept mobile numbers and will ring you back on mobiles if asked, but please make sure it's switched on! The doctors spend a lot of time trying to get in touch with people who have asked them to ring only to find the mobile is switched off or set to answering machine!

## PHYSIO DIRECT

Just a reminder that all patients can refer themselves to physiotherapy for any back, neck, joint or muscular problems without needing to see a doctor first. The number to ring is **01773 826268**, between 9am to 3pm (closed 12.30pm-1.00pm), Monday to Friday.

- Pulled muscles
- Certain infections and wounds requiring antibiotics
- Soft tissue injuries
- Animal and insect bites and stings
- Mild asthma attacks
- Foreign bodies to eyes, ears, nose and wounds
- Puncture wounds

All patients attending will be assessed by nursing staff and either treated on site or referred to the appropriate health care professional, this may be to a major hospital.

If you have a potentially life threatening condition such as chest pain, loss of consciousness, breathing difficulties or severe blood loss we advise you **NOT TO ATTEND US** but to phone 999 for an ambulance.

If you have a medical concern/illness out of hours we advise you to contact Derbyshire Health United which can be accessed by phoning your own GP or phoning direct on: 0844 412235.

## Website News

Visit [www.ivygrove.org.uk](http://www.ivygrove.org.uk) for the latest news at Ivy Grove. Here you will find information on our services, recent news and an electronic version of our practice booklet. You can also request repeat prescriptions online. This newsletter is available online.

## NEXT ISSUE

Next issue will hopefully be published in about two month's time.

## REMINDER

We will be closed on the Summer Bank Holiday Monday 30th August. Don't forget to hand in your repeat prescriptions slips in good time!

## FLU JABS

It seems almost too early to talk about winter, but we must soon start the preparations for the flu vaccination sessions in the practice. Look out for some news on eligible groups.

In the meantime, please try to enjoy the brief summer weather, and keep safe and healthy!