



Gresleydale Healthcare Centre Spring Newsletter 2023



Welcome to our Spring Newsletter. Firstly we would like to take this opportunity to thank you for all the patient support given during the Winter Pressures period - for both Gresleydale and the wider NHS. Using the most appropriate service does make a significant difference to NHS service provision, especially during the winter high demand period, and we have been promoting NHS111 telephone or online, Minor Illness Treatment Centres and local pharmacy services.

Interestingly, just 1 in 5 people aged 18-40 would visit their local pharmacy first for advice with a minor illness. Don't wait for minor health concerns to get worse - you can speak to your pharmacist to get expert advice straight away.

Winter Hubs are still running - these GP led hubs are designed to increase the capacity in Primary Care, which should reduce the demand put on other parts of the system i.e. A/E. Patient calls to the surgery will be triaged and assessed by one of our clinicians and if appropriate, they will be referred for an appointment. Patients are notified of the location of the Swadlincote hub when their appointment is confirmed.

Covid Boosters

We anticipate that a Covid Spring booster will be offered soon. The proposals are that the booster will be available for the over-75s, the housebound, care home residents and the immunosuppressed. We will update eligible patients as soon as information becomes available - please do not contact the surgery, we will contact you.

Staff News

We were all sad to lose our Practice Care Co-ordinator, Lyndsey Titley but it is not 'goodbye'. Lyndsey, and her new colleague Lesley, will be coming into the practice as Social Prescriber Link Workers - new Primary Care Network Positions for the Swadlincote locality. Social Prescribing Day was Thursday 9th March, and we will be giving patients a full update on the role in our next newsletter.

Claire Milburn, reception training lead, has now taken over the role of Practice Care Co-ordinator and we wish her well in her new role

Our longstanding member of the administration team, Helen Manton, has joined the Practice Pharmacy department as an Apprentice Pharmacy Technician. This is wonderful news and we are all delighted that Helen has been given this opportunity.

Armed Forces Veteran Friendly Accredited GP practice

This means that as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.



If you are ex-forces, please let us know via our email account gresleydale.admin@nhs.net (for the attention of Mrs J Wainwright). Alternatively, call or pop into the surgery and leave a message for Mrs Wainwright.

Special Date for your diaries:

Wednesday 8th March – No Smoking Day
Show your lungs some love and contact www.livelifebetterderbyshire.org.uk/latest-news for information and support.

Top 3 Quit Smoking Tips:

- **Pick a quit date and add it to your calendar**
- **List your reasons to quit**
- **Use stop smoking aids to help manage cravings**

Changes to repeat medications

From 1st April 2023, patients that require urgent repeat medication, for example as a result of them running out of a repeat medication, or because they have left home without it, will be able to obtain an urgent supply via pharmacies commissioned under the Pharmacist Consultation Service. Patients requiring an urgent supply will need to contact NHS111 to be referred to a participating pharmacy. Patients will no longer be able to be referred via GP Practices or GP Out of Hours providers.

And Finally - Friends and Family feedback and action plans

We have been impressed by the vast number of fabulous, positive comments regarding our service. Thank you very much - it means so much to us.

We acknowledge areas for improvement:

- Telephone access - the surgery is currently considering a new telephone system called Surgery Connect because we understand patient frustration with our current system. We will keep you updated of any decisions.
We have new team members - it can take 6-12 months to train a new team member and we have endeavoured to support them to manage the high number of calls received daily.
- Appointment access - Routine appointments are available morning and afternoon with some availability at the Winter Hub also. Patients have choice with regard to face-to-face, video or a telephone appointment. We are constantly striving to improve access. We have other improvement plans - too many to list - and we rely on patient feedback to keep us informed. **Thank you for all your contributions to Friends & Family.**