



# Gresleydale Healthcare Centre

## Welcome to our Autumn Newsletter 2023



### Flu and Covid vaccinations for patients registered at Gresleydale

We were delighted to be able to offer a Flu and Covid vaccination service at the surgery. It is really important to protect yourself and your family this coming Winter and we hope you have been able to take advantage of this opportunity delivered at your own surgery.

If you have received an invitation stating that you may be eligible, but have not yet made an appointment, please contact the surgery as soon as possible to be assessed.

### Gresleydale welcomes Breast Feeding

If you and your baby would like a bit of privacy whilst visiting the surgery, please ask any member of the Gresleydale team.

### What is Social Prescribing?

Many things affect your health and wellbeing. GPs tell us that a lot of people visit them feeling isolated or lonely. Or they might be stressed out by work, money and housing problems. Sometimes it is the stress of managing different long-term conditions. That is where social prescribing comes in. It starts with a conversation. It might be the conversation you've just had with your doctor. Or with another person in the practice team. They will refer you to a social prescribing link worker. The link worker is there to listen to you and put you in touch with the people and activities that might help you to feel better. Your link worker might introduce you to a community group, a new activity or a local club. Or they might help you find legal advice or debt counselling. They might just help you find information and guidance: a bit of inside knowledge on your situation or what local resources there are. They could even support you to create something new such as a gardening club, a fishing group, a 'men's shed' or knit and knatter group. Social prescribing can help you to have more control over your own health and find ways to improve how you feel in a way that suits

you. Studies show that people get better and feel better faster than those treated with medicine alone. And because it works, it is happening more and more - including here in this area. If this is something that you are interested in, please contact the practice (For the attention of Mrs C Milburn) via <https://www.gresleydale.co.uk/digital-practice-help>

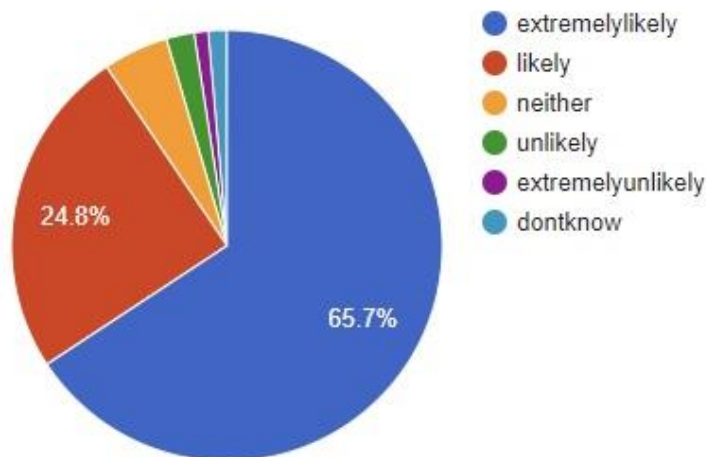
I thought I was just nothing. Now I feel really good. Every morning I wake up with a smile. I think I have got a bright future as well."  
AS - on her experience of social prescribing.

### Friends and Family feedback - 3<sup>rd</sup> Quarter 2023

Our reports, uploaded from the patient data, are shown below:

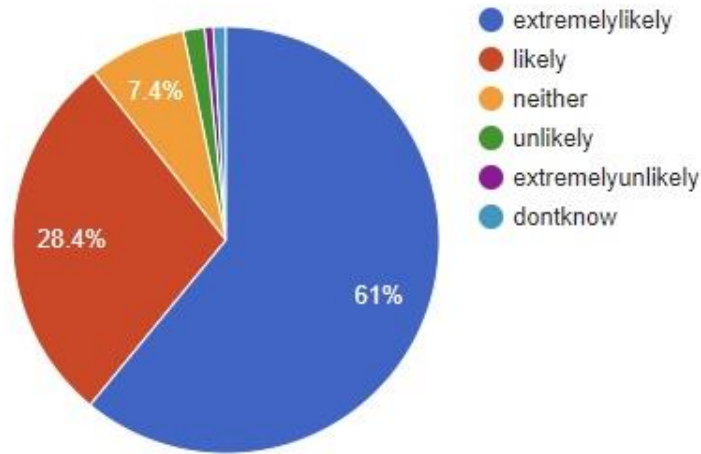
July 2023

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



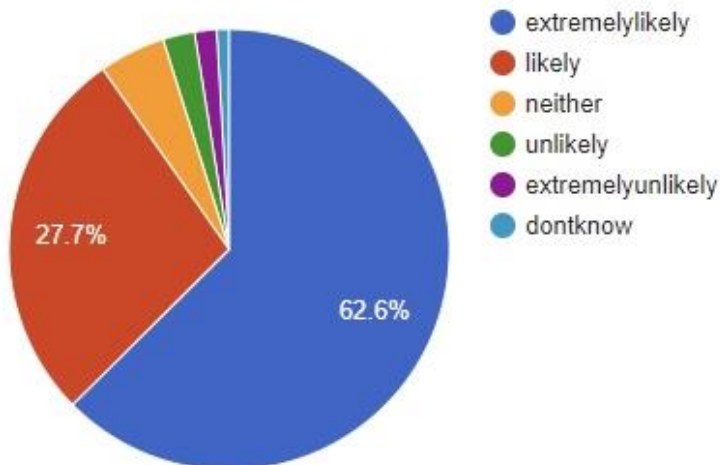
## August 2023

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



## September 2023

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



Thank you for all your contributions to Friends & Family. Please note that we pass on all person-specific comments to the person mentioned. It is a real morale booster, and we learn a lot from your comments. Please keep them coming.

These reports tell us that 90% of patient's participation in the survey are likely or extremely likely to recommend Gresleydale based on the service/s they have received. There is obviously still work to be done.

We know you are unhappy with both telephone and appointment access (and so are we) and these issues are not unique to Gresleydale. Improvements are in the pipeline, but our hands are tied whilst we wait for new system/practice improvement programmes roll-out.

We note all other issues raised and prepare a practice improvement plan for concerns that we can rectify within our available resources. Our practice plan is shared with our Patient Participation Group who also make suggestions for improvement.

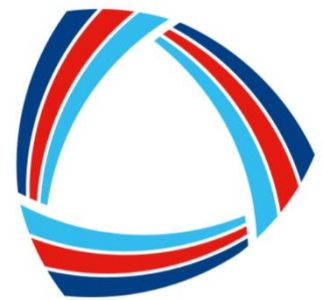
### Staff News

We are pleased to announce that Dr Gabrielle Hill will become a permanent member of the clinical team in February 2024.

### 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](mailto: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.



### Have you struggled to book an appointment?

**In August, there were 238 missed appointments:**

- Doctor 106 appointments
- Advance Nurse Practitioner 13 appointments
- Practice Nurse 44 appointments
- Practice Pharmacist 3 appointments
- Health and Wellbeing 13 appointments
- Healthcare Assistant 59 appointments

**Please let us know in advance if you are unable to attend your appointment. Thank you.**

### Parkrun

We would love for you to join in with a Conkers parkrun event! Parkrun is a free, community event where you can walk, jog, run, volunteer, or spectate. parkrun is 5k and takes place every Saturday morning, Junior Parkrun is 2k (dedicated to 4-14-year-olds and their families) every Sunday morning. Parkrun is positive, welcoming, and inclusive, there is no time limit, and no one finishes last.

5k Your Way Move Against Cancer: Anyone who is living with or beyond cancer, families, friends and healthcare professionals join in once a month to walk, jog, run, cheer or volunteer at a 5k Your Way group linked to a local parkrun. You may even meet members of the Gresleydale Team who love to join in!

For Swadlincote:

Where - Conkers Waterside, Bath Yard, Bath Lane, Moira DE12 6BA

When - Last Saturday of every month 8:45 for 9am start

Contact - [conkersgroup@5kyourway.org](mailto:conkersgroup@5kyourway.org)

### **Special Date for your diary:**

**Join us for us  
GRESLEYDALE DEMENTIA  
COFFEE MORNING**

**Thursday 12<sup>th</sup> October 2023  
10am – Midday**

**Friendly advice and  
support/information provided by  
Derbyshire Carers Association,  
our own Health & Wellbeing  
Practitioner and our Patient  
Participation Group**

### **Changes to repeat medications**

Please order your medications in sufficient time to avoid running out during the u2023 Bank Holidays:

From 1<sup>st</sup> April 2023, patients that require urgent repeat medication, for example because 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.

### **Did you know there is a falls recovery service in South Derbyshire?**

This service is for anyone who is uninjured but are unable get up from the floor.

How to access the service:

1. Phone 999 or 111
2. Report you have had a fall, are unable to get up of the floor, and you have no injuries.
3. Ask to be referred onto the fall's recovery service. The falls recovery service will visit your home and use specialist equipment to safely support you from the floor, back into a chair or bed. Your needs will be assessed by the team and referrals to the correct support will be made if required.



# DO YOU WANT TO AGE WELL?

## ARE YOU...

In your golden years?

Near retirement?

A senior citizen?

However you see yourself, get a health boost this September.

STAY FIT

Ageing is inevitable but there are ways to **age better!**

EAT WELL

KEEP SOCIAL

HYDRATE

STAY ON THE BALL

## WHAT IS IT?

A kick start to healthy ageing for the whole UK.

**30 day challenge** from 1st September



**TAKE FIVE**  
**TO AGE WELL**

## WHY SHOULD YOU TAKE PART?

**It's easy and fun:** you take up simple actions that will improve your health and well being.

You choose your own adventure!

## HOW DO YOU GET INVOLVED?



Scan the QR code for a quick and easy sign up!

The **Take Five Team** will support and empower you throughout the month with: **emails, encouragement, ideas and cheer leading.**

## YOU CONTRIBUTE TO SCIENCE!

We'll ask you to complete surveys to better our understanding of ageing and habit formation. **With our ageing population, this will be pivotal in informing policy and care for years to come.**

## IT'S A WIN WIN!

As well as helping science, this will have a positive impact on your health. **You will feel better, physically and mentally.**

## LONG HAUL BENEFITS!

After a 30 day commitment, maybe you will find it's easy to keep **Taking Five and Ageing Well.**



Join this national community!

To find out more, visit:  
[wels.open.ac.uk/take5](https://wels.open.ac.uk/take5)

Dr Redfern and Partners stand firmly committed to providing an inclusive and equal healthcare environment for all our patients. We believe that every individual, regardless of their background, gender identity, sexual orientation, race, ethnicity, or any other characteristic, deserves to receive compassionate, respectful, and high-quality healthcare services.

