



# Gresleydale Healthcare Centre

## Welcome to our Spring Newsletter 2024



### Telephone system and practice website update

As posted previously via our social media and newsletters, we have been participating in the General Practice Improvement Programme. The programme will support the practice to make changes to improve and implement systems that will:

- 1 Help the practice understand demand and capacity
- 2 Be able to provide care navigation and triage
- 3 Improve the telephony journey
- 4 Improve the patient online access journey
- 5 Implement Non-patient facing workload management systems

Thank you again for participating in our recent Facebook polls relating to both our website and telephone system functionality by giving us an insight into your wishes prior to implementation of new systems.

The feedback received has been especially useful and we are delighted that we were able to give patients an opportunity to have their say in new system designs.

#### The telephone results were:

Ninety-one percent of our patients do not find the experience of calling the practice easy  
Ninety-eight percent of patients said they would like to choose either a call back or hold feature on our new system

Seventy-eight percent of patients said they preferred to hold and wait to speak to one of our healthcare navigators

Ninety-two percent told us they would prefer a call back feature to reduce their wait time on the telephone

Our new telephone system is due to be installed within the next few weeks and we will use your responses in the set-up process to ensure your needs and wishes are met.

#### **Current Website poll results:**

Seventy-eight percent found our website easy to use

Seventy-five percent liked the design of our website

Seventy-five percent did not use all the features on the website

Sixty-five percent use all the online features (book an appointment etc) on our website

Fifty percent of patients used the 'Contact the Practice' enquiry form

We are really pleased with these results in that there is a significant increase in website usage (based on previous survey results). Our new website will be similar in design to our current one but with improved navigation tools and the means for patients to use online systems to manage their current care needs.

As with the telephone system, the website will be switched to an updated version in the coming weeks.

**Thank you once again for supporting this exercise. It is really appreciated.**

### **Long Term Conditions (LTCs) Reviews - Effective 1<sup>st</sup> April 2024**

As a practice we are updating the way in which we process LTC reviews, with a view to making the process easier to manage as a patient. We hope this will help to reduce the amount of time patients are having to spend trying to contact the practice and hopefully reduce the number of contacts/appointments required per year for your LTC reviews.

It is important to note that in cases where a patient has complex LTCs, multiple appointments with different clinicians may still be required to ensure you are looked after holistically whilst giving you the opportunity to consult with the most appropriate clinician for your LTC - GP, Specialist Nurse or Pharmacist.

When your review is due, you will either receive a text message or phone call from the practice. There is no need for you to contact us. If you are unable to receive text messages or telephone calls, we will send a letter. We are open to any other suggestions on how you would like to be contacted.

Whilst we fully implement this new process, it may mean that you will be asked to attend slightly earlier/later than you were expecting. Please be reassured that the process will even out in future and if necessary, we may invite you to an interim review to make sure you are being monitored properly and your medication can be issued as usual.

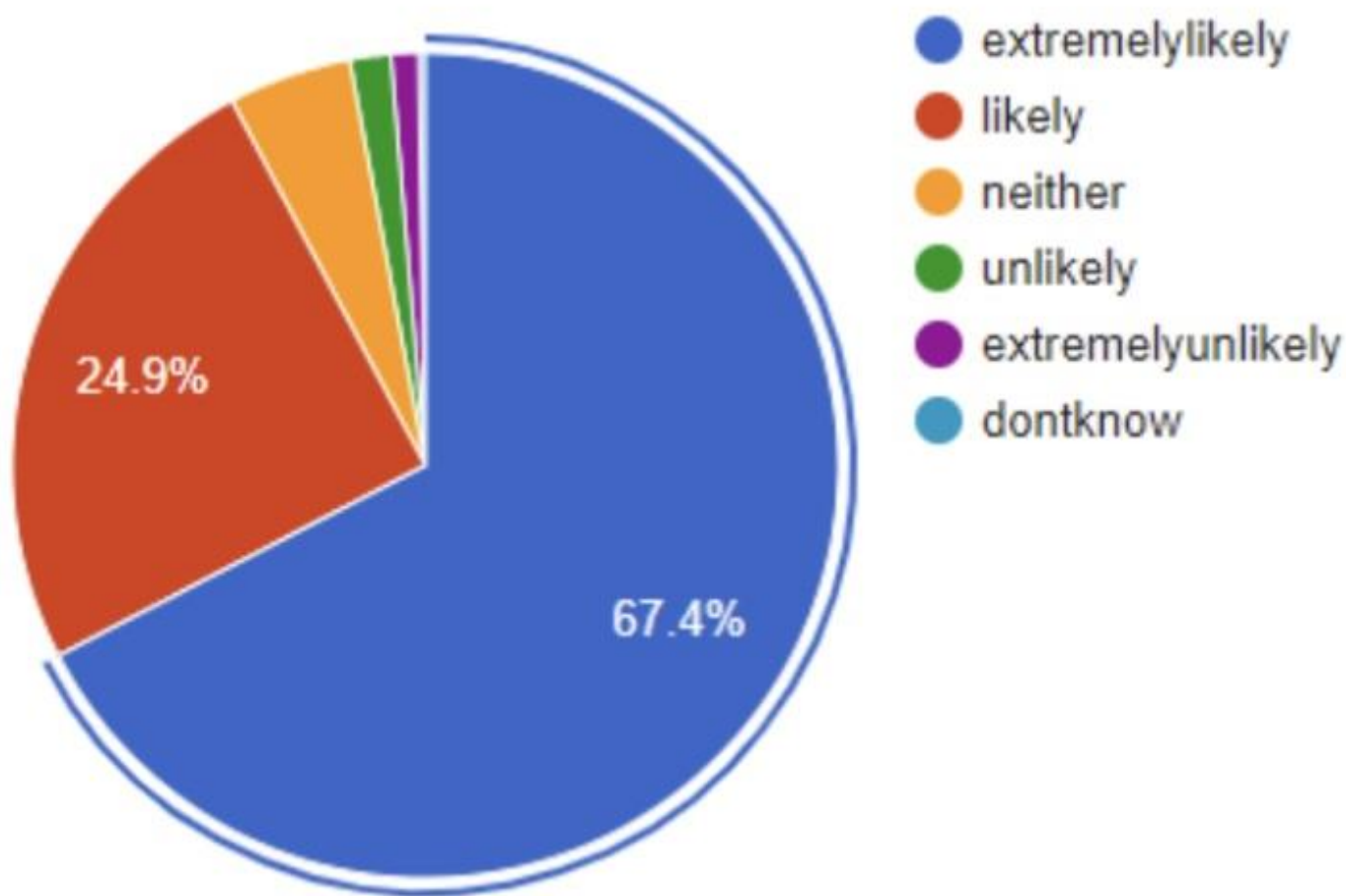
### Blood Monitoring and Practice 'Registers'

If you are on medication that requires regular blood monitoring tests, then you will be on one of our 'registers'. The practice will routinely invite you in for a blood test and it is particularly important that you attend these appointments. Some of these blood monitoring tests will also require an annual review with a GP. You will receive text/booking links/letter to arrange an appointment for these monitoring tests.

**If you are aware you have an LTC and/or require routine blood monitoring, please ensure your contact details, particularly your mobile number, are up-to-date on your medical records.**

**We will be extremely grateful for your patience and support whilst we implement this new process.**

**Friends and Family Results January 2024 - Q. How likely are you to recommend us to your friends and family if they needed similar care or treatment to what you yourself received**



**92.3% of survey respondents were extremely likely or likely to recommend Gresleydale during January 2024.**

The areas identified for improvement during the past 3 months are:

- The cancellation of appointments
- Access - telephone and appointment
- The length of time waiting to see your GP

Whilst we are pleased with the 92.3% recommendation, and in the knowledge that our areas for improvement are national issues, we are still striving to improve as we hope this newsletter evidences.

Patient comments are, as always, a significant moral booster for the team - especially when service issues have been extremely challenging during the past 3 months e.g.:

'Since moving to the area 2 years ago, I have been very impressed with the excellent service this practice provides'. Best practice I have ever had. You should all take a bow thank you'.

'Nurses are great'

'Great now more appointments are available'

The team would like us to thank you all for the wonderful comments and especially where you have taken the extra step to mention our team member by name - they are so happy you were pleased with your service.

**Feedback brings results - please keep updating us via Friends and Family.**

**Important Patient Information**

Patients requiring urgent repeat medication, for example due to running out of 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 which will not necessarily be your own or in Swadlincote.

## Staffing Update

We are sure you will wish to join us in wishing Dr Gabrielle Hill a warm welcome to our permanent Gresleydale team. We will also be saying thank you and 'goodbye' to Jenny Wainwright, who after 35 years at the practice, is retiring.

### Patient Participation Group's (PPG) - Annual Review of 2023/24 activities:

- Hosting a healthy eating event
- Holding a fund-raising tombola
- Supporting the Practice's Covid Booster and Flu Vaccination programmes for patients from a number of local practices including Gresleydale
- Attending Walking Derbyshire Meetings
- Attended a Swadlincote Primary Healthcare Meeting
- Reviewed the practice's Did not Attend (DNA) Policy, with suggestions on how this could be improved to reduce the number of missed appointments
- Regularly reviewing practice statistics at group meetings with the practice
- Reviewed plans for the new telephone system, with suggestions for improvements to be incorporated within the imminent roll-out. •
- Review of the Practice's Annual Significant Events and Complaints Report.

On behalf of both Gresleydale and fellow patients, we would like to take this opportunity to thank our PPG for all their support and for the wonderful work undertaken.

### Appointment cancellation

We take every measure possible to avoid appointment cancellations. There are times when the situation is unfortunately out of our control i.e. staff sickness, Junior Doctor Strike action etc and, for the safety of both patients and staff, we have no other choice. We are very aware how frustrating cancellations are for patients and do our best to re-book as many and as soon as possible.

If your appointment is cancelled, patients should receive a text message. If it is short notice, usually due to staff sickness and an early appointment; our staff endeavour to call patients/leave a telephone message to save on a wasted journey.

As mentioned previously, **please ensure we have your correct telephone details**, otherwise we have no means of contacting you.

Patients can cancel their appointments online or use our Voicemail telephone function which is checked daily. It is also possible to cancel an appointment via a link which appears on appointment reminder text messages.

The practice has recently started to send 'You did not attend your appointment' messages to patients, at the request of our PPG, to highlight the considerable number of missed appointments - these are a practice frustration in that appointment resources are wasted unnecessarily.

### Length of wait in the waiting room

All clinicians endeavour to keep their clinics running to time. On occasions, the following can impact on your wait time:

- An emergency arises during the session
- Patients want to discuss more than one issue in the 10-minute time allocation

Whilst emergency situations are out of our control, it would be helpful if patients would book a double appointment if they have multiple issues to discuss.

We will endeavour to advise patients if a clinician is running late. If you have been waiting more than 30 minutes, we would advise that you speak to our health navigators on the reception desk.

### Gresleydale welcomes Breast Feeding

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

### 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 [ddicb.gresleydaleadmin@nhs.net](mailto:ddicb.gresleydaleadmin@nhs.net) (for the attention of Mrs C Milburn). Alternatively, call or pop into the surgery and leave a message for Mrs Milburn.**



Dr Redferne 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.



**Swadlincote Community  
First Responders**

Learn how to save a life

**CPR**



**& defibrillator training**

Performing CPR while waiting for medical assistance can greatly increase a person's chance of survival from cardiac arrest.

Come and learn how at  
Gresleydale Healthcare Centre  
Free training, donations welcome

**Wed 20th March - 2-4pm**

**Sat 23rd March - 10-midday**

Castleton Park Community  
Email: [CastletonParkCommunity@gmail.com](mailto:CastletonParkCommunity@gmail.com)  
or message us on Facebook to book a place

# **Dementia Friendly Café**

**A warm, safe and welcoming space  
exclusively for people with Dementia  
and their families.**

**First Monday of every month**

**1:30pm - 3:30pm**

**Maple Tree Café, Repton, DE65 6GR**



**For more information please contact  
[helena@sdcvs.org.uk](mailto:helena@sdcvs.org.uk) 07514 728197**

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