

# Gresleydale Healthcare Centre

## SPRING 2025 NEWSLETTER

We are pleased to share with you our Spring 2025 Newsletter.

Your feedback on this newsletter and all practice issues is welcomed. You can send these to us at [ddicb.gresleydaleadmin@nhs.net](mailto:ddicb.gresleydaleadmin@nhs.net) We hope you enjoy this newsletter.

The Gresleydale Team.

### Upcoming Practice Closures

#### **BANK HOLIDAYS**

Friday 18<sup>th</sup> April

Monday 21<sup>st</sup> April

Monday 5<sup>th</sup> May

Monday 26<sup>th</sup> May

#### **STAFF TRAINING - closed from 1:30pm**

Wednesday 16<sup>th</sup> April

Wednesday 21<sup>st</sup> May

Wednesday 18<sup>th</sup> June

### Missed Appointments

In the last 2 months there has been:

**475 missed appointments.**

We appreciate that sometimes plans can change at short notice for patients.

It is really important, and we kindly ask that you contact the surgery if you are no longer able to attend appointments so we can utilise this for another patient who may need it.

### We're working hard to keep you well

In the two months of January and February, there has been:

**14,667 Total appointments.**

**7,164 GP Appointments.**

**3,843 same Day Appointments.**

**10,414 face to face appointments**

**9,107 Telephone Calls Taken.**

### LONG TERM CONDITIONS ANNUAL REVIEWS

We have now changed the way we recall any patients who have an annual review for Asthma, Diabetes, COPD, Mental Health, Dementia or Learning Disabilities. You will now be invited to make an appointment in your birth month for these reviews making it easier for both the surgery and patients to remember when you are due. During this transition period you may find this year's review is slightly earlier or later than you were expecting.

For example: if your birthday is 23rd September, you will be recalled automatically during the month of September.

If you have not been contacted by us by the end of your birthday month, please call the surgery.

## EXTENDED ACCESS SERVICE EVENING AND WEEKEND APPOINTMENTS

The running of Ragsdale is going well, and many patients are having appointments there.

It has clinical rooms and facilities for various health care professionals to offer extra services and appointments.

All patients must continue to contact reception in the usual way and if your appointment is suitable to be seen by the clinicians at Ragsdale you may be offered an appointment there.

The second service to begin operating out of Ragsdale House is the extended access service. This is the service that has been established for several years and provides bookable appointments at evenings and weekends currently at Swadlincote Health Centre. Again, these appointments are booked in the same way via your individual surgeries as they are at present.

Ragsdale are easy to find, based on the A511 close to the Clock roundabout and opposite Woodville Surgery.



## PROUD TO BE A SAFE SURGERY

### PROUD TO BE A SAFE SURGERY FOR EVERYONE IN OUR COMMUNITY

In recognition of the barriers to healthcare access faced by people in vulnerable circumstances, including migrants, we commit to protecting the human right to health. We will take steps to ensure that everyone in our community may fulfill their entitlement to quality healthcare. In partnership with Doctors of the World UK, we will ensure that our practice offers a welcoming space for everyone who seeks to use our services. Mindful of our duties to uphold equality and human rights law, we will implement patient registration policies which do not discriminate based on race, gender, sexual orientation, immigration status or any other characteristic. Supported by the Safe Surgeries initiative, we will ensure that our staff understand the specific barriers faced by migrants in vulnerable circumstances and that they are empowered to mitigate these barriers, where possible. We will ensure that a lack of identification or proof of address, immigration status or language do not prevent patient registration. As a member of the Safe Surgeries community, we will endeavour to support other Safe Surgeries and, where appropriate, provide feedback to Doctors of the World UK to support the development of the network.

### NEWLY PAINTED AMBULANCE BAY

The ambulance bay has been freshly painted to make the no parking area more visible.

Please refrain from parking in this designated ambulance bay or on any of the double yellow lines in and around our facilities.

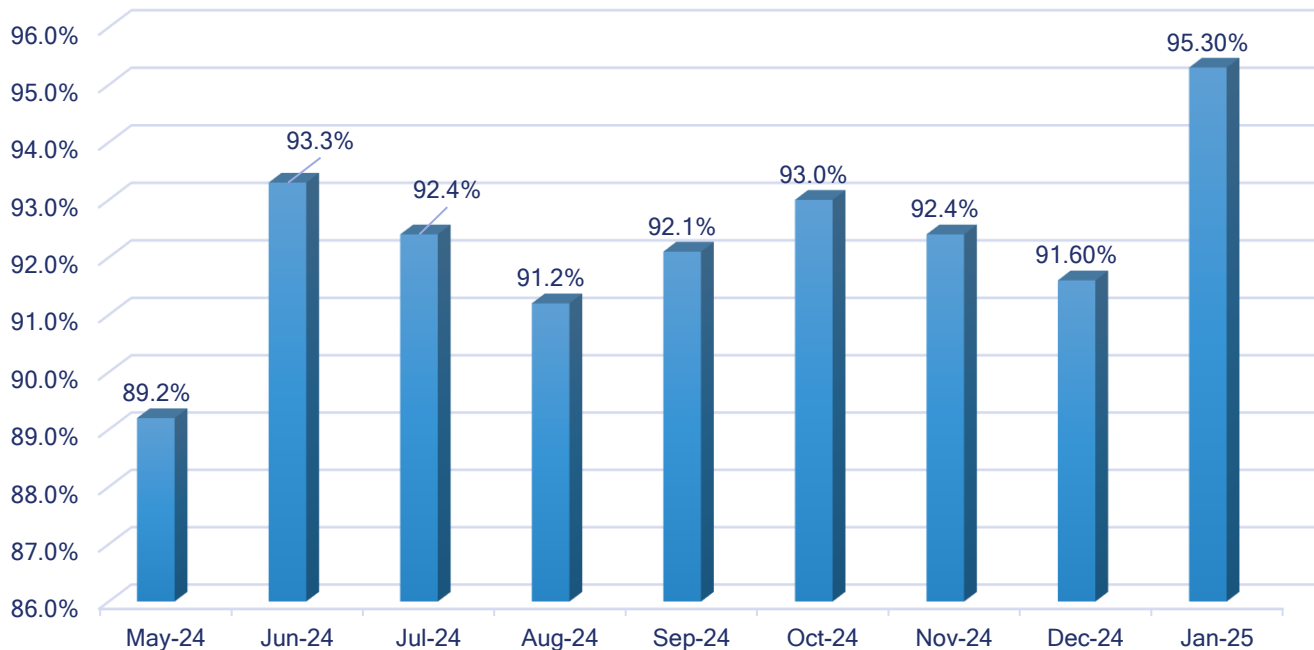
These areas are crucial for emergency access and must remain clear at all times to ensure the safety and well being of all our patients and staff



"I was seen promptly by a very helpful and friendly person. No concerns at all with my appointment."

"Very organised and caring staff. Couldn't wish for a better surgery."

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



#### PATIENT FEEDBACK

**We have listened to patient feedback and have recently implemented a change in procedure to always protect patient's confidentiality in the waiting room / reception area. Patients who come to the front desk with an enquiry will be asked to complete an enquiry form rather than having to verbally give their details. If patients require assistance completing this form, then the Health Navigator can assist.**

**We have also set up a private area for patients to have the opportunity to speak more privately to a Health Navigator if required.**

**"Exceptionally good doctors, friendly helpful reception staff. Doctors genuinely care and offer personal compassionate service. The best doctors I've ever been registered with"**

Gresleydale Healthcare Centre is a breastfeeding friendly practice. Breastfeeding is welcomed in all public areas of our Practice and mothers will not be asked to move or stop. The Practice will endeavour, where possible, to make comfortable arrangements for mothers who would prefer privacy to breastfeed. We have a private area available in the waiting room, please ask at the reception desk.

If you have any breastfeeding worries or concerns, the best thing to do is speak to your midwife or health visitor.

**We are members of the Breastfeeding Welcome Here Award Scheme.**

**Proudly supporting breastfeeding in our community.**



[www.derbyshire.gov.uk/breastfeedingwelcome](http://www.derbyshire.gov.uk/breastfeedingwelcome)



## GREEN IMPACT



We are currently improving our procedures for the management of general waste and recycling within Gresleydale Healthcare Centre, promoting environmental sustainability and compliance regulations with an aim to reduce our carbon footprint.

**NHS**

**DOWNLOAD THE NHS APP**

Download on the App Store

GET IT ON Google Play

### WHAT DOES THE NHS APP DO!

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

[Link: how to use the NHS App](#)



**Armed Forces veteran friendly accredited GP practice**

