

Gresleydale Healthcare Centre

SUMMER 2025 NEWSLETTER



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

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

The Gresleydale Team.

Upcoming Practice Closures

BANK HOLIDAYS

Monday 25th August

Thursday 25th December

Friday 26th December

Thursday 1st January 2026

STAFF TRAINING - closed from 1:30pm

Wednesday 16th July

Wednesday 17th September

Wednesday 15th October

Wednesday 19th November

Missed Appointments

In the last 2 months there has been:

690 missed appointments.

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

It is 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.

Please enable messages on your NHS App to receive appointment reminders

We're working hard to keep you well

In May and June, there has been:

22,124 Total appointments.

10,734 GP Appointments.

6,012 same Day Appointments.

16,600 face to face appointments

14,657 Telephone Calls Taken.



WHAT DOES THE NHS APP DO!

Use the NHS App to:

- PLEASE ENSURE YOUR NOTIFICATIONS ARE ENABLED TO RECEIVE MESSAGES FROM THE SURGERY
- check your symptoms
- appointment reminders
- 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

Patients can turn notifications on/off by clicking on the 'Account' icon on the top right corner > 'Settings' > 'Manage notifications' > 'go to your device settings'. Here you can select the toggle to 'Allow notifications'.

FOR PATIENTS ABOUT THE WEIGHT LOSS DRUG TIRZEPATIDE (MOUNJARO®)

Please **do not contact your GP** if you think you are eligible as it will not be available in Derby and Derbyshire until later in the year.

The ICB will publish more information on this page once a service has been set up explaining who can access it and how this can happen.

There are clear rules about which patients can get tirzepatide (Mounjaro®) from primary care.

Eligible groups will be phased, the initial priority criteria are as follows:

You must have a BMI (Body Mass Index) of 40 plus* and four or more of the following diagnosed health conditions:

- ✓ type 2 diabetes
- ✓ high blood pressure
- ✓ heart disease
- ✓ obstructive sleep apnoea
- ✓ abnormal blood fats (dyslipidaemia)

(* We use a lower BMI threshold - usually reduced by 2.5 kg/m2 - for people from South Asian, Chinese, other Asian, Middle Eastern, Black African or African-Caribbean ethnic backgrounds.)

[Tirzepatide » Joined Up Care Derbyshire](#) click the link for more information.



Following HealthWatch's visit on 25th March, one of their key recommendations was to improve the clarity of signage at the main entrance. In response, we have now updated the signage to clearly distinguish between the surgery and pharmacy entrances.

We look forward to our full report being published soon and will update you in the next newsletter.

PATIENTS COMMENTS.

- ❖ "From the moment I entered the building to the time I left; the service was excellent."
- ❖ "Always had excellent service from Gresleydale."
- ❖ "Once again great service from all the staff at Gresleydale today. Got an appointment with ease for the same day. Thank you to all the staff for your continuous hard work"

NEW HEALTH POD

♥ New Health Pod ♥

New service for all our patients.

Our new health pod is an easy to use way to check your blood pressure, height, weight and BMI.

It gives you straight forward step by step instructions and prints all the information for you.

All you need to do is hand the slip into reception and the details can be added to your record.

Available now in reception, no appointment needed.



TRAINING WITHIN THE PRACTICE

The practice is an approved training practice for GP registrars – clinicians who have decided to become GPs and are completing their final training before qualification. We have been a training practice for several years with the Derby Vocational Training Scheme. Dr Redferne is the lead trainer, but the trainees spend time with all the partners, who undertake training and tutorials. If you are offered an appointment with a registrar and would rather not see him/her, please make this known to the receptionist. However, patients can be assured of the quality of care given by our trainees, who are under supervision by our own GPs, and we hope that you will be willing to co-operate in this phase of their training.

STAFF TRAINING AFTERNOON - Peoples Promise

At Gresleydale Healthcare Centre we want our culture to be positive, compassionate, and inclusive - and we all have our part to play. The team enjoyed learning about the 'Peoples promise' at our practice training event in May. All our staff are recognised and rewarded for the great work we do and are encouraged to have a voice that counts. Together we are a team.

To learn more about our peoples promise please click the link

[We are compassionate and inclusive](#)



People Promise



To help alleviate winter pressures, we will soon be sending out appointment links to all eligible patients for the shingles and pneumococcal vaccines. We encourage you to book into one of our dedicated clinics to receive these important vaccinations.

