

Gresleydale Healthcare Centre

AUTUMN 2025 NEWSLETTER



We are pleased to share with you our Autumn 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

Thursday 25th December
Friday 26th December
Thursday 1st January 2026

STAFF TRAINING - closed from 1:30pm

Wednesday 15th October
Wednesday 19th November
Wednesday 14th January
Wednesday 18th February

Missed Appointments

In the last 3 months
96.58%
of our patients attended their appointments.

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 July, August and September, there has been:

22,366 Total appointments.

11,854 GP Appointments.

5,716 same Day Appointments.

16,737 face to face appointments

12,212 Telephone Calls Taken.

STAFFING UPDATE - NEW PARTNER APPOINTMENT

The Partners are pleased to announce that Dr Y Reynolds-Khan will be joining the Partnership as a GP Partner, effective from 1st October 2025.

Dr Reynolds-Khan has been an integral part of the practice since 2019, working as an employed GP.

His appointment as a Partner reflects his ongoing commitment to the growth, development and long-term future of the practice.

Flu and Covid 19 Vaccinations

As part of the Swadlincote Primary Care Network (PCN) Gresleydale is working in a coordinated and collaborative way to deliver the Influenza and Covid-19 vaccinations for our combined patient population during the 25/26 vaccination season.

All eligible patients will receive a booking link to book their Flu / covid appointment at Ragsdale (the old Woodville Surgery Site next to Woodville Cricket Club). Housebound patients will receive their vaccinations at home.

If you have not received your link or are struggling to book your appointment, please talk to our reception team who will be able to assist



PATIENTS COMMENTS.

- ❖ Great experience which far exceeded my expectations
- ❖ Such an organised healthcare centre. The staff are all amazing and so friendly
- ❖ Reception member of staff dealt with my enquiry in a very pleasant and efficient manner

REQUESTING ROUTINE APPOINTMENTS

In line with the new GP contract requirements, we're introducing a new way to request **routine GP appointments**.

You can now request a routine appointment online via our website.

This aims to:

- Make it easier for you to request appointments at a time that suits you
- Reduce the need to call the practice
- Keep our phone lines free for **urgent enquiries**

We encourage all patients to use this new system where possible.

Just click the link on our website in the Appointments section under routine appointments

Thank you for your support as we continue to improve our services.

Please note that you can also book an online routine appointment via System Online

PATIENT CONFIDENTIALITY AND CONSENT TO ACT ON YOUR BEHALF

We take your privacy and confidentiality seriously.

To protect your personal health information, we are only able to discuss your care or appointments directly with you.

If you would like to authorise someone else - such as a family member, friend, or carer - to book or cancel appointments on your behalf, we require you to complete a Level 1 Consent Form. This form allows us to speak with the person you nominate regarding basic administrative matters only.

<https://gresleydale.co.uk/services/accessing-someone-elses-information/>

Please note:

Without this written consent, we will not be able to share any information or make changes to your appointments at the request of another person.

You can request a Level 1 Consent Form at reception or download it from our website using the link above.

Once completed, please return it to the practice in person or via email.

We are continually updating patient consent forms, please let us know if any changes and you can withdraw consent at any time.



HEALTHWATCH ENTER AND VIEW VISIT

Back in March this year the practice participated in an "enter and view" visit conducted by Healthwatch.

Healthwatch is an independent organisation that champions the views of patients and the public in health and social care. An "Enter and View" visit allows Healthwatch representatives to observe our practice, engage with patients, and gather feedback on the services we provide.

To view the full report on our website please click here
<https://healthwatchderbyshire.co.uk/about-enter-and-view>

We received great feedback and have been able to implement some changes from your feedback already.

- You asked.... ? Provide instructions to access the Wi-Fi. Add clear step-by-step instructions (with network name) near the Wi-Fi code.

We did... ! We have now provided clear step by step instructions in the reception waiting area on how to access WI-FI in the surgery.

- You asked.... ? provide more accessible information on bus services that link Gresleydale I the waiting area and on the website

We did... ! The information on bus services has now been added to our website in the appointment section.

- You asked.... ? Provide signage so it is clear which entrance is for Gresleydale.

We did... ! We have taken your feedback onboard and we have purchased and installed a new Main Entrance sign to our entrance door. Making it clearer to first time visitors.

- You asked.... ? Bring leaflets into the waiting area to increase access.

We did... ! We have relocated our leaflet stand to increase access, and it is located in the reception area by the exit door.

- You asked.... ? Make it clearer that people can make confidential requests at reception. Discreet signage could help, an example of this might be, "Ask here for private discussions."

We did... ! Make it clearer that people can make confidential requests at reception. Discreet signage could help, an example of this might be, "Ask here for private discussions."

- You asked.... ? Add images of Gresleydale entrance and car park to provide visual aids for people accessing Gresleydale for the first time.

We did... ! I have shared feedback with our website development team. We have added images to our practice Facebook cover page to provide visual aids for people accessing Gresleydale for the first time, showing our main entrance

- You asked.... ? Consider the need to increase awareness of lesser-known services delivered by Gresleydale, including the HPV vaccine, teenage health and minor surgery and joint injections.

We did... ! Our website has been amended to add details of when clinics run to increase awareness and accessibility.

- You asked.... ? Add specific details of Ragsdale House to the website, to increase awareness of this venue and services

We did... ! We have now updated our website, TV screen and notice board available to people in the waiting room to increase awareness of Ragsdale house venues and services offered.