

Gresleydale Healthcare Centre

WINTER NEWSLETTER



We are pleased to share with you our Winter 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

Friday April 3rd

Monday April 6th

Monday May 4th

Monday May 25th

STAFF TRAINING - closed from 1:30pm

Wednesday February 18th

Wednesday March 18th

Missed Appointments

In the last 3 months

95.97 %

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 October, November and December there has been:

21,309 Total appointments.

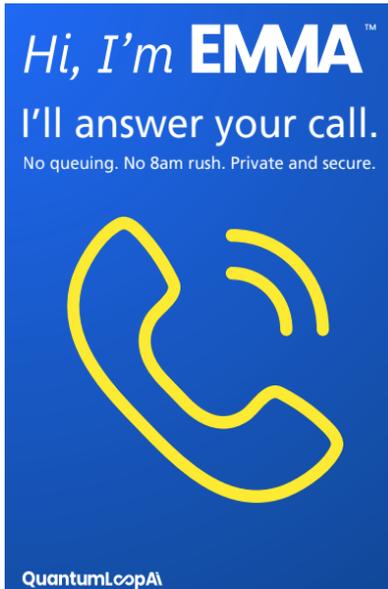
10,565 GP Appointments.

5,424 same Day Appointments.

15,624 face to face appointments

12,505 Telephone Calls Taken.

INTRODUCING “EMMA”



We are always looking for ways to improve your experience with accessing our services at Gresleydale Healthcare Centre, especially during the busy 8am period when many of you are trying to get through to us on the telephone.

In early February 2026 will be starting a soft-launch phase of EMMA, our new **QuantumLoop AI patient assistant**, designed to help manage morning call volumes more efficiently. This means that when you call us, you may be greeted and supported by EMMA on first contact.

We will keep you updated on EMMA's **official launch date in February 2026**. Please note that testing will continue after this date, so at times your call may still be answered by one of our team members instead. Our patient participation group will also be supporting with patient feedback.

What EMMA Does: Supports our modern access system

-  **Answers phone calls with care and within 3 rings**
-  **Helps you complete website forms**
-  **Directs you to the right service, clinician or admin team. Our Health navigation team are on hand if needed.**
-  **Reduces the 8am rush and long wait times on the telephone**

This is part of our commitment to making it easier for you to access the care and support you need, without the frustration of long wait times on the telephone in the morning as suggested in our friends and family feedback.

We appreciate your support as we introduce this new service and continue to improve how we care for you.

EMMA makes calling easy

Calling your GP surgery should be simple.

EMMA answers straight away, understands what you need, and gets things moving. Appointment requests, prescriptions, fit notes and everyday admin happen faster, so you spend less time waiting and more time getting on with your day.

Speak freely, in confidence

Share personal health concerns in private. Everything you say is kept confidential and sent securely to the surgery team who need to help. No judgement. Just support.

Why patients choose EMMA

- Instant answer. No hold music. No queuing.
- Call when it suits you. No 8am rush.
- Right first time. Your request reaches the correct team.
- Faster admin. Prescriptions, fit notes and forms processed sooner.
- More appointments. EMMA handles routine calls so our staff can focus on your care.

How it works

Call us as normal. EMMA picks up straight away and asks a few quick questions. Your request is sent to the right team with the key details. If anything needs a follow up, we will be in touch.

Our team is still here. EMMA helps them help you, which means more time for clinical work and faster admin.

In an emergency call 999.
For urgent advice use NHS 111.

FRIENDS AND FAMILY PATIENT COMMENTS

- ❖ Felt very supported and looked after. Care across several specialities was provided, all with a smile. Very professional and a world of difference from our previous surgery.
- ❖ The best surgery in the area and can always guarantee I get great service from the time I walk into the surgery until the time I leave – I couldn't ask for better care.
- ❖ Completely impressed with Gresleydale surgery. This is how a surgery & health centre should be.
- ❖ I have always felt happy with the quality of doctor and nurse attention and understanding. Thankyou

STAFFING UPDATE

Dr Y Reynolds-Khan joined the partnership October 2025 - We are happy to let you know that Dr Reynolds Khan has recently become a GP Partner at Gresleydale.

This is great news for us, as it means we can offer greater continuity of care to for our patients and provides practice stability. Having an additional GP partner also allows us to spend more time treating patients who have complex or ongoing health needs, while continuing to provide safe, high-quality care for everyone.

Dr Reynolds-Khan will also be the practice cardiovascular disease lead and support our ongoing quality improvement work.

Nurse Dana has also recently passed her prescribing modules and will be supporting the GPs to prescribe, treat, and monitor long term conditions. Congratulations Dana.

 **Jess's Rule**
Three times // Time to rethink





Jess's Rule

Three strikes and we rethink

If a patient presents three times with the same symptoms or concerns, particularly if symptoms unexpectedly persist, escalate, or remain unexplained, it's time to rethink.

-  **Reflect:** Think back on what the patient has said and consider what has changed or been missed. Offer ongoing continuity of care with follow-up. If previous consultations have been remote, see the patient face-to-face and conduct a physical examination.
-  **Review:** Where underlying uncertainty exists, consider seeking a view from a peer and review any red flags that may suggest another diagnosis, regardless of the patient's age or demographic.
-  **Rethink:** If appropriate, refer onwards for further tests or for specialist input.

JESS'S RULE

We are supporting Jess's Rule, a patient safety initiative that promotes listening to patients, families, and carers when there are concerns about a person's condition. Jess's Rule is designed to encourage open communication and shared understanding between patients and healthcare professionals, helping to ensure concerns are acknowledged and taken seriously. You may see information about Jess's Rule displayed in our practice — please take a moment to read the poster, which explains the purpose of the rule and how it supports patient safety.

MEN'S HEALTH EVENT

Swadlincote Town Hall. Wednesday 18 March | 6:30–8:30pm

We invite members of our local community to come together for a Men's Health Event focused on support, connection, and wellbeing. This free event is open to everyone and offers an opportunity to learn more about the health issues that affect men and the support available locally.

Representatives from a range of community and support organisations will be present, including prostate cancer support, men's mental health services, veterans' support, and gambling awareness.

Members of the local surgery team will also be available to offer blood pressure checks and practical advice on supporting good health and wellbeing.

PUTTING CARERS FIRST: OUR JOURNEY TO THE CARERS QUALITY MARK

As part of our ongoing commitment to supporting carers, and in our quest to attain the **Carers Quality Mark accreditation**, we were pleased to welcome **Lisa Barker from Derbyshire Carers**, who recently delivered training to our **Health Navigation (Reception) Team**. This has helped strengthen our team's understanding of carers' needs and how we can better signpost to appropriate support.

We are also proud to have our **Carers Pledge** in place, reinforcing our commitment to recognising and supporting unpaid carers within our practice.

In practical terms, our pledge means we aim to:

- **Proactively identify carers** and record carer status on the clinical record (with consent), so support can be offered consistently.
- **Listen and respond to carers' needs**, recognising the impact caring can have on physical and mental wellbeing.
- **Provide information and signposting** to local and national carers' services, benefits advice and community support.
- **Offer reasonable adjustments** where possible (for example, flexible appointment options, telephone/video where appropriate, and considering carers' availability).
- **Support carers to look after their own health**, including encouraging health checks, vaccinations and timely reviews.
- **Respect confidentiality**, while involving carers appropriately when the patient consents.
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A big thank you to everybody that attended our coffee morning Wednesday 11th February, this was an enjoyable event which we hope to have more of in the future.