NEWSLETTER

JULY 2022

Greetings to everyone with, this, our second Practice Newsletter for 2022. In this issue, we have our regular update of all Practice news and our meet the staff and Did You Know features. In addition, we have a special supplement on our Patient Participation Group (PPG) outlining where we'd love more volunteers to join us.

First up, staff and patients are now not required to wear face masks in the practice or in our clinical area. However, we know that some of our staff members and patients may still want to wear a face mask. This is yours and their personal preference. We may have staff members who are more vulnerable and choose to continue to wear a face mask, the same applies for our patients and we support them in this. We will continue to ask you not to visit us if you are covid positive and first assess you over the telephone. We may still want to wear a face mask when dealing with patients with respiratory symptoms and we may ask you to do the same if you have viral symptoms, to help protect the people around you who are more vulnerable.

From the middle of June, we have increased the number of face-to-face appointments available and returned to some of the pre-pandemic ways of consulting, whilst keeping sufficient telephone consultations for those who prefer them. The number of pre-bookable afternoon appointments has increased from Monday 27th June to improve routine access and our urgent telephone and face-to-face clinic now runs every morning. Patients need to be available for a phone call back and be willing to come to the surgery for a face-to-face appointment if necessary. Specific times and clinicians cannot be promised for urgent same day problems and there may be long waits to have calls answered. We will do our best to get to you as quickly as we can but if you are calling for a routine appointment, we suggest that you avoid ringing at 8am. The on-call doctor in the afternoon will also now only deal with strictly urgent same day general practice problems that cannot wait until the next day. We will continue to monitor these changes so please bear with us.

Now that services are slowly returning to normal, we have noticed patients are often ringing to ask us to hurry up their hospital appointment. We know some of the waits are longer than any of us want, but it's totally out of our control to change them. A consultant will have read your letter and made a decision about how long you wait. To manage your expectation around when you are likely to be seen, you can check the "My Planned Care" website; https://www.myplannedcare.nhs.uk. On this site, select the hospital you have been referred to and the speciality and then it will tell you how long the average waiting time for an appointment will be.

The Medication Ordering Line (MOL) has recently changed the number to call them on. Should you need to order a prescription, the contact telephone number is now **01246 942751**. Their email address is still ddccg.northMOLonlinerequests@nhs.net and they aim to call you back within 2 working days. MOL management is also aware that users have often been experiencing very extended call waiting times in the past couple of months. They very apologetic about this and want to reassure patients that the main cause, staffing shortages, is being addressed and waiting times are getting better. Please be aware, the best time to call is later in the week and later in the day or use the call back option where at all possible. Those who can use online technologies, typically through the NHS App, are encouraged to do so. This will leave the MOL better able to meet the demands of those who cannot access on-line services. As a reminder, we also are not affiliated to any pharmacy and therefore cannot help with any difficulties you may have in obtaining your prescriptions once they have been ordered.

Healthwatch Derbyshire is running a survey to learn more about the impact of changes made to the way we access our GP practices, and how these changes have impacted patients. Please fill in this short survey to have your voice heard take the survey here: https://bit.ly/3tzU19U or access the easy read survey here: https://bit.ly/3xTRVny. If you've had a positive experience please also fill this in so that the feedback is balanced.

In this edition, *Did You Know?*...

- For the month of March 2022, we provided 5,299 appointments and 53% (2824) of these were face to face.
- In comparison, in March 2019, we undertook a total of 3,823 – approximately 27% less appointments.
- Our "Did Not Attend" (DNA) rate for March was also 5.4% (285 appointments). We really would like to encourage those who can't attend appointments to let us know before the appointment time. If all of these were GP appointments, that is equivalent to over 5 days of clinical time that we could have reallocated to other patients.
- Lastly, one morning back in April, 4 of our GPs undertook 82 telephone consultations and 39 face to face consultations. On top of this, they processed dozens of results received from the hospital, signed hundreds of prescriptions, took ad-hoc calls from paramedics and other healthcare professionals, undertook home visits and mentored and debriefed two GP registrars.

In general Practice News, at the end of April our new Practice Nurse, Emma, joined our team and we hope she is settling in well. We will also be welcoming another GP registrar in August and Dr Lowry will be taking up his new post as a salaried GP here. Together they will provide another 50+ hours of clinical care each week. Practice Assistant, Heather, left at the end of March to train as a paediatric nurse and one of our administrators, Hazel, also retired in May after working for DMP for over 25 years. We thank them both for all they have done and will miss you both hugely.

This time for our Meet the Staff feature, Practice Nurse Emma Sinclair agreed to be put under the spotlight. We asked her about her nursing journey, what she likes about her job and what other interests she has.

I started my Practice Nurse journey in April 2020, after having worked as a community nurse for 10 years. I wanted to work at DMP as I had heard how friendly and helpful the staff are and it's only one practice that are a small and friendly team. My background is working in the community, so I am used to visiting patients in their own home rather than them coming to us. The main difference from my last position has been the very different computer systems, this alone has been a massive learning curve. Outside of work, I teach swimming every night and at the weekend too. I also enjoy spending time with my family, going on walks or biking and going for meals out.

As always, if you can, please follow us on Facebook. Many already do!

Dr Leckenby and **Laura**, our practice manager, keep our Facebook (https://www.facebook.com/Dronfield-Medical-Practice-164238556955366/) page up-to-date with information, advice and guidance on topical issues such as Covid-19 vaccinations.

The Practice is open Monday to Friday 8:00am to 6:30pm		Closed on public holidays
Next training afternoon closures, from 1pm, are:		10th August 2022 14th September 2022 12th October 2022
☎ 01246 588860	For Prescriptions	8am - 4:00pm Mon-Fri
☎ 01246 412242	For appointments, test results etc	www.dronfieldhealth.co.uk
Follow us on Facebook for up to date news and advice		
All prescription emails should now be sent to ddccg.northMOLonlinerequests@nhs.net, and for anything else, please use admin.dronfield@nhs.net.		

NEWSLETTER

SUPPLEMENT

The PPG and Practice focus on working together for better patient services and we are increasingly involving our patients in our decision making and the delivery of services. For this we rely upon this group of volunteer patients from our practice. However, the membership numbers are low, just 13 out of over 10,000 registered patients. Therefore, the time available from members to help the Practice shape their ever-evolving services is overstretched. Whilst always encouraging new members, we are particularly in need of volunteers to help with the following:

PPG Member Contact Administration – We would like a volunteer to manage the PPG eMail list and other contact details in Google Contacts. No patient medical data is involved but other contact details and areas of interest and volunteer skills are. All data is managed in accordance with DMP data protection policies. The role would primarily involve addition, amendments and deletion of details as and when PPG members join, leave or advise of changes.

Newsletter drafters - The PPG now produce our Newsletter and so we would welcome volunteers to help put them together. Most of the content comes from DMP Facebook Posts, supplemented by other specific topics such as 'meet the staff' that would be sent to you.

Engagement Platform content drafters - The PPG, with the support of the Practice are using an online platform to capture patient views on DMP proposals. This has proven very successful in gaining a much wider patient view than previously. We would love more volunteers who could draft up content and layouts to be sent to NHS administrators to sustain and expand its use. Visit the platform at https://bit.ly/Eng_platform

Website 'Mystery Shoppers' – In order to keep our website at its best, volunteers who could, at their leisure, browse the DMP website for errors, broken URLs or wording that is difficult to understand / follow, are needed. The PPG helps manage the website content and can authorise changes to much of the content in conjunction with the Practice Manager. Your observations and suggestions will help make the website more effective.

For all the above roles apart from the Website 'Mystery Shoppers', you would need to register as a PPG member. Visit our website, https://www.dronfieldhealth.co.uk/, and click on the 'Join our Patient Practice Group' logo text to complete the simple form. You need only to be either a registered patient or their carer. Or fill in the form on the back of this page and hand it in at the Practice reception.

Each role will evolve to match the available skills. Please note, these roles are also very much orientated to those who are happy using on-line technologies. Other roles that do not rely on access to technologies are also planned.

More generally, the PPG helps the Practice with practical roles such as upkeep of the notice board content or attending staff training sessions. Face-to-face PPG meetings with the Practice also start again this July. There are numerous ways any of us can volunteer to help the NHS at a time when its resources are so stretched. These voluntary roles are a way to help at a very local level largely from the comfort of your own home at times to suit you.

To find out more about these volunteer roles you can email the PPG Chair, Tim, at dmp.ppg@gmail.com.

To find out more about the role of the PPG, you can read their Terms of Reference on our website https://www.dronfieldhealth.co.uk/patient-participation-group.

Patient Practice Group Signup

Mr ☐ Mrs ☐ Miss ☐ Ms ☐

Forename:

Surname:

eMail:

Telephone:

Date of Birth:

Gender:

Female ☐ Male ☐ Transgender ☐

Age Range:

Under 16 ☐	17-24 ☐	25 – 34 ☐
35 – 44 ☐	45 – 54 ☐	55 – 64 ☐
65 – 74 ☐	75 – 84 ☐	85 and over ☐

Post Code:

Ethnicity

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic backgrounds you would most closely identify with:

White British ☐	White Irish ☐	Mixed: White & Black Caribbean ☐
Mixed: White & Black Asian ☐	Mixed: White & Black African ☐	Asian: Indian ☐
Asian: Bangladesh ☐	Asian: Pakistani ☐	Black: Caribbean ☐
Black: African ☐	Chinese ☐	Other ☐

How often do you visit the Practice?

Regularly ☐ Occasionally ☐ Very Rarely ☐

Practice Admin Note: Your name, gender and email (or phone number if no email available) will be shared with the Chair of the PPG for the purposes of communicating with you regarding PPG matters. Submission of this Sign Up form forms a record of your agreement to this. Please note that we will not respond to any medical information or questions received through the completion of the form.

Submission: Please hand the completed form in at the Practice reception or post to:
PPG Sign-up
Dronfield Medical Practice
High Street
Dronfield
Derbyshire
S18 1PY