
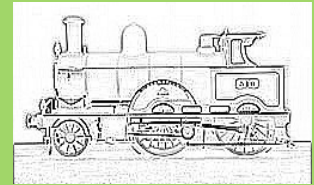


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Welcome to the 14th Issue of our Newsletter. After little break we are back to bringing you the latest information on what has been happening in the surgery and in the wider community.

We hope you will find informative and if you have any suggestions on what we should include in the future releases, please let us know.

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- 1. Patient Access survey results**
- 2. Pharmacy First Scheme is back!**
- 3. Your PPG needs you-become a PPG member!**
- 4. Getting to know you-staff update.**

## Surgery Closures

All of our surgeries will also be closed on the following days from 12.30 for staff training :

**Wed 10th April**

**Wed 8th May**

**Wed 12th June**

Please ensure you have ordered and collected any necessary prescriptions before closure, remembering to allow 48 hours from the time of your request.

## **Patient Access Survey results**

In February , we conducted a short patient survey during which we asked 8390 patients (more than half of our patient population ) questions on our telephone system and online triage facility. We received 1248 responses which represents 15% response rate and the results are as follow:

### **1. Call back facility**

**87%** of responders told us they would use a call back facility if this was an option; with **13%** stating they would not use it.

### **2. Longer call queue**

**59%** of participants would like longer call queue whilst **41%** would be happy for the queue to remain at 10 positions/ callers in the queue.

### **3. Online triage –as alternative option to contact the surgery.**

**54%** of those who responded confirmed they are aware of our online triage facility; whilst 46% were not aware of this option.

## **Outcomes**

Thank you to those who participated and submitted their responses; your views are really important to us. As an outcome of this survey we will be implementing a call back facility and we are hoping to be ready to offer this service to our patients by June. With this service in place, we will also be extending our call queue to allow more patients an opportunity to speak to our reception team.

Finally, we will continue to monitor our online triage facility (available via our web: [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk)) with view to extending its opening hours .

## **Pharmacy First Scheme is Back!!**

If you or your family become unwell, you may not always need to see a doctor or get a prescription. Local pharmacies offer many of the same services local GPs do and you don't need an appointment.

Community pharmacists are highly qualified health professionals who can offer expert advice on lots of minor ailments and conditions.

Most Pharmacies across Derby and Derbyshire have late and weekend opening hours to fit in with busy schedules.

### **What common conditions can a pharmacist help with?**

Speak to your local community pharmacist in confidence, without an appointment about:

Blood pressure checks, Coughs, colds and the flu, aches, pains & minor injuries, oral contraception\*  
Skin rashes and allergies, Urinary tract infections (UTI), \*Ear and eye care, Stomach aches such as constipation, diarrhoea, haemorrhoids, or threadworm; Help with medication and repeat prescriptions ; Advice on healthy living – how to eat better, lose weight, exercise and stop smoking

\*All community pharmacists can provide advice and support, only some can offer prescribed treatment



## **Your Practice Participation Group (PPG) Needs you –Become a PPG Member!!!**

Are you interested in finding out what is happening in your GP surgery and locally in the NHS? Would you like to help shape our services? Have you got ideas on how we can improve services for our local population? If the answer is yes, then the Patient Participation Group is the place for you!



We will be holding an opening meeting on **Tuesday 16th April 2024 at 18.00 at the surgery** (Heanor Road site) ; so why not pop in to find out what the group is about, what it does and how you can contribute. If you are interested , save the date and let one of our receptionist know you will be attending so we know how big room we need.

Cannot attend this time? Don't worry we are planning on meeting regularly and you can register your interest with our reception team and you will be kept informed of future meeting dates.

## **Getting to know you– Staff Update.**

We have recently welcomed new members to our team. Shannon and Stacy joined our reception team whilst Dr Potts and Dr Gupta joined our clinical team, providing our patients with additional GP appointments. We will also soon be welcoming Dr Higginson to our surgery.

More information on our team is available on our website at [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk)

