

## Online Access

- Patients now have the ability to use online access to Book appointments / Request Medication / View summary Records.
- All you need to do is provide an email address > request with photo identification > then the receptionist will set this up for you.
- Speak to our reception team for further details and requirements.

## GP online services

Book GP appointments, order repeat prescriptions and access GP records online.

[www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)



NHS

## Christmas Gifts

Thank you to all of the patients who gave gifts to the Practice for Christmas. All gifts were raffled off to each Practice employee, which ensures all staff receive a gift. These are always received with thanks by staff.

## Zero Tolerance Policy

It is with regret that there is a need for the Practice to have this policy in place, unfortunately we do experience a high number of incidents that leave staff feeling vulnerable.

As an employer, the practice has a duty to care for the health and safety of its entire staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. All patients are expected to behave in an acceptable manner and violent or abusive behavior towards staff or patients may result in removal from our practice list or even criminal proceedings. The Practice follows the NHS guidance concerning Zero Tolerance.

Anyone found abusing the staff in person or on the telephone will be asked to leave the practice. This behavior will **NOT** be tolerated.

## Charity Donations

Donations made recently:

Karma Nirvana—£50

Macmillan—£173

Dementia UK—£33.98

Breast Cancer—£40

Charity book sale—ongoing.

If you have a charity you would like the donations to go to please let our Reception Team know.

Thank you to those who donated clothes/toiletries/food to our Women's Refuge and Homeless collections – these were delivered on 23<sup>rd</sup> December 2019 and received with great thanks!

## SMS & Email Messaging

The changes in the Data Protection Regulations in May 2018 meant that our process for sending SMS messages and emails changed.

If you are happy to receive emails and/or text messages please advise our Reception Team so that your consent can be added to your medical record.

Please ensure all contact details are up to date.



## Patient Participation Group (PPG)

Village Surgery is seeking patients to join our Patient Participation Group (PPG). We are looking for members from all sections of the community to attend quarterly meetings to discuss ideas for the Practice and its services to patients.

### WHAT IS A PATIENT PARTICIPATION GROUP?

- Village Surgery PPG is made up of patients and practice staff who meet quarterly.
- The PPG discusses ways of making a positive contribution to the services and facilities offered to the patients.
- The group works to represent the views of the whole patient community.
- As a patient you can have a view on the things that matter in our health service.

### WHAT IS THE PURPOSE OF A PATIENT PARTICIPATION GROUP?

- To give practice staff and patients the opportunity to discuss topics of interest in their practice.
- To provide the means for patients to make positive suggestions about the practice and their own health care.
- To act as a representative group which can be used to influence the local provision of Health and Social Care?

We held a recruitment meeting in October, which unfortunately only attracted 1 new member.

We will be meeting with them and the current 2 members quarterly but would like to expand the group further! If you would be interested in getting involved please leave your details with our Reception Team, either Verity Shelton (Practice Manager) or Claire Cooper (Asst. Practice Manager) will be in contact.

## Carers

We are looking to build our list of Carers, it is important that Carers get help and support to ensure they are able to carry on caring.

To keep going it is essential that carers look after their own health and well-being and that's when Derbyshire Carers Association can help.

If you are a Carer please fill in our Carers form (available from reception). With your consent a referral to Derbyshire Carers Association can then be made.

If you would like more information our Reception Team will be happy to advise.

## Closed Dates:

Wednesday 19<sup>th</sup> February  
from 1.30pm

Wednesday 18<sup>th</sup> March from 1.30pm

Wednesday 8<sup>th</sup> April from 1.30pm

Friday 10<sup>th</sup> April (Good Friday)

Monday 13<sup>th</sup> April (Easter Monday)

During these times 111 or the walk-in centre are available for urgent medical attention. Or call 999 if a life threatening emergency.