



Patient Newsletter

Winter 2022

Covid – 19

The directive from NHSe is that GP practices have returned to normal service, whilst this is true on the surface, we are still required to maintain most precautions that have been set since March 2020 to ensure patient and staff safety.

We ask that patients who suspect or have confirmed they have covid highlight this at the time of contact with the practice to ensure vulnerable patients and staff members can be protected. Covid positive patients will still receive the care a treatment that they require, and no patients will be turned away, but it gives the practice the opportunity to protect any vulnerable patients sat in the waiting room and allows staff to prepare in full PPE.

Staff will continue wearing face masks and we ask that patients also wear one, this is to protect vulnerable patients and staff. There has been an increase in covid positive NHS employees across the country which has a huge impact on NHS services, please keep our staff safe to ensure we can continue to offer a fully working practice!

We thank you for your continued support! If you have any queries or concerns, do please contact the Practice we are happy to discuss these with you.

Demand in General Practice

We are aware that nationally the demand in General Practice is extremely high and we are working extremely hard to meet this demand. If we have met capacity our reception team will direct you to next appropriate service, this may be a Community Pharmacy, Walk in Centre or 111.

Our Reception Staff have received extensive training put in place by our GP Partners to allow them to effectively sign post patients to the most appropriate service. This has been viewed by several people as being asking inappropriate questions or being 'nosey'. This is not the case; the questions allow the reception team to prioritise and highlight any urgent symptoms that need to be directed to urgent care.

It may not be a GP that you need to see for your symptoms, please help us to use GP time for patients who require it. Reception staff will arrange an appointment if a more appropriate clinician can help.

We have several clinical and non-clinical staff who can help, these include, First Contact Physio, Clinical Pharmacists, Practice Nurses, Health Care Assistants, Social Prescriber, Care Co-Ordinator and Health and Wellbeing Coaches. All of these have very different skills to support a whole range of issues patients may be facing.

Please be kind to our Reception Team, they work extremely hard to support our patients and do so in the appropriate way they have been trained to do.

Winter Pressures

We have increased our appointment capacity with extra funding we have received; this includes extra appointments being made available with clinicians.

#ChooseWell



Injured or unwell? Use the right service

 Self-care <ul style="list-style-type: none">• Grazed knees• Sore throat• Coughs & colds Visit nhs.uk for self-care advice	 Pharmacy <ul style="list-style-type: none">• Headaches• Upset stomach• Aches & pains• Bites & stings	 NHS 111 <p>Visit 111.nhs.uk or call 111 for advice and support</p> 24 hours a day 7 days a week	 GP <p>Call your GP for symptoms that won't go away</p>	 Minor Injury Unit <p>Urgent but not life-threatening</p> <ul style="list-style-type: none">• sprains• fractures• burns	999 A&E <ul style="list-style-type: none">• Unconscious• Breathing difficulties• Stroke• Heart attack• Heavy bleeding• Severe burns
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#ChooseWell

Keep us up to date...

We send regular communications by SMS as well as direct links to book appointments through.

Due to the Data Protection Regulations changing in May 2018 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 update us if you change any of your contact details to ensure your records are up to date.

Flu Campaign 2022/23

If your flu vaccination is still outstanding, we still have availability at the practice. Please contact the Reception Team who will be happy to arrange an appointment for you.

Flu cohorts:

- Over 65s
- at risk patients aged 0-64
- 50-64-year-olds 'not at risk'

Closed Dates

Staff training

- Wednesday 18th January from 1.30pm
- Wednesday 15th February from 1.30pm
- Wednesday 15th March from 1.30pm

Christmas & New Year Bank Holidays

- Monday 26th December
- Tuesday 27th December
- Monday 3rd January

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

Patient Participation Group (PPG)

We are seeking patients to join our Patient Participation Group (PPG).

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care
- Ideas of a wide range of people will be represented

The group meets once a month on a Wednesday morning. If you are interested in joining Village Surgery PPG, please leave your name and contact details with the Reception Team or email villagesurgery.reception@nhs.net

We are on Facebook!!

@VillageSurgeryDerby

Please follow us for regular updates and Surgery news