



Gresleydale Healthcare Centre

Welcome to our Winter Newsletter 2023



Flu and Covid vaccinations for patients registered at Gresleydale

We were delighted to be able to offer a Flu and Covid vaccination service at the surgery. It is important to protect yourself and your family this coming Winter and we hope you were able to take advantage of this opportunity delivered at your own surgery.

Whilst our Winter Flu and Covid vaccination surgery service is ending, our vaccinating services continue. We are currently contacting all eligible patients for their shingles vaccination. Please note that there is a vaccination catch up programme in place, due to the drop in age range 65 years and upward, and that you may not be offered a vaccination in the immediate future - it will be offered within the next 5 years dependant on when your birthdate falls. Please do not contact the surgery - we will contact you.

For some, flu and Covid-19 are unpleasant. But for many, including people who are pregnant, they can be dangerous and even life threatening. Whooping cough (pertussis) can be very serious for young babies who are too young to start their routine childhood vaccinations. To help protect people who are pregnant and young babies against serious illness, vaccination against flu, Covid-19 and pertussis is very much encouraged.

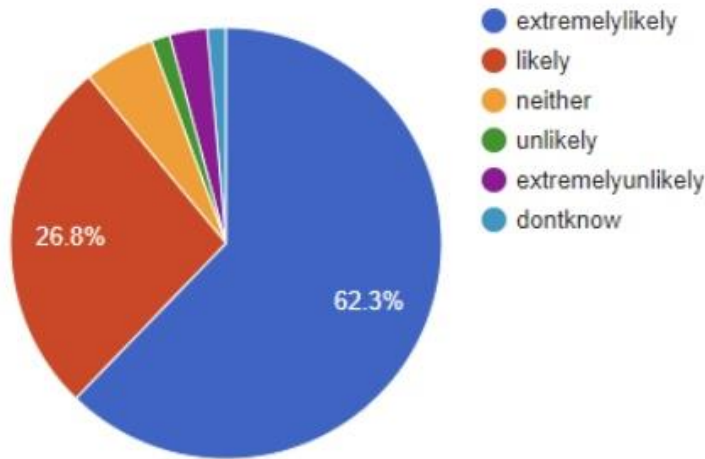
Christmas closure information

Monday 25th December - Closed all Day (Christmas Day Bank Holiday)
Tuesday 26th December - Closed all Day (Boxing Day Bank Holiday)
Monday 1st January 2024 - Closed all Day (New Years Day Bank Holiday)
For medical assistance when the surgery is closed, please call 111.

Report on NHS Friends and Family Test..

October 2023

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



Options	Total
extremely likely	221
likely	95
neither	19
unlikely	5
extremely unlikely	10
dontknow	5

Total responses: 355

We are pleased to report that 316/355 patients would have been likely or extremely likely to recommend *Gresleydale* to their friends and family during October. It is clear from feedback received though that there is frustration with our telephone and appointment access systems.

Gresleydale is now participating in the *General Practice Improvement Programme* with access being a key feature. Patient experience improvements to come are:

- A new telephone system which will greatly improve the patient experience - no more hanging on the line (details to follow)
- A full review of the appointment system to make appointment booking easier
- A new website - patient friendly features

Feedback brings results - please keep updating us via Friends and Family.

Changes to MOL service

The Medicine Order Line (MOL) are constantly looking at ways to make improvements to benefit service users. They have recently trialled a new online ordering form which will eventually supersede the call back service currently provided.

MOL are pleased to announce that they are rolling out the online ordering form to all GP practices on board with the MOL.

Patients can use the online ordering form to order their prescriptions in the same way as phoning or emailing. The benefits of the online form include:

No need for the MOL to call the patient back. Prescription requests can be processed directly from the online form (unless any discrepancies)

No requirement for the patient to create an account

No requirement for the patient to have a log in

Not limited to a timeframe. Ability to use 24/7

Patients can order on behalf of family/friends

Online ordering form requests will be processed within 48hours (as per same process as the call back emails)

The online ordering form is available via www.gresleydale.co.uk

Did you know there is a falls recovery service in South Derbyshire?

This service is for anyone who is uninjured but are unable get up from the floor.

How to access the service:

1. Phone 999 or 111

2. Report you have had a fall, are unable to get up of the floor, and you have no injuries.

3. Ask to be referred onto the fall's recovery service. The falls recovery service will visit your home and use specialist equipment to safely support you from the floor, back into a chair or bed. Your needs will be assessed by the team and referrals to the correct support will be made if required.

Dementia Coffee morning

Following the success of the Dementia Coffee Morning in 2018, the practice and its Patient Participation Group (PPG) members wanted to host another coffee morning post covid.

The purpose of the event was to engage with patients and their carers; with a view to identifying supportive networks and provide appropriate and relevant information.

Patients and their carers; affected by dementia, are all individually contacted. There was less attendee's than the previous coffee morning but that aside, the attendees this year were delighted to be there. The attendance list totalled 13 patients and some new faces present.

The intent is always to provide appropriate information to attendees. Singing was promoted by the Speakers this year and as a result, it is known that two attendees attended a singing class that same month. Guest speakers managed to talk to all who attended the coffee morning giving valuable advice to support health and wellbeing.

The event lasted 1 ½ hours and as said above, the feeling overall was one of positivity. Patients and carers were obviously quite comfortable to be there, and practice staff also benefitted from the opportunity of mixing with the patient community.

It has been suggested that we hold a community Dementia coffee morning in 2024, inviting guest speakers again, and offering it out to the Swadlincote Primary Care Network (PCN).

Benefits to having a Dementia Friendly Practice

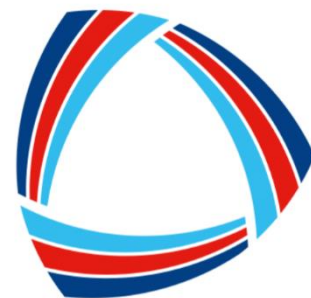
- Staff have been given training to become Dementia Friends
- Blue chairs were recommended and purchased for the waiting room
 - We will always support our patients and their carers

Gresleydale welcomes Breast Feeding

If you and your baby would like a bit of privacy whilst visiting the surgery, please ask member of the Gresleydale team.

Armed Forces Veteran Friendly Accredited GP practice

This means that as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.



If you are ex-forces, please let us know via our email account gresleydale.admin@nhs.net (for the attention of Mrs J Wainwright). Alternatively, call or pop into the surgery and leave a message for Mrs Wainwright.

Dr Redferne and Partners stand firmly committed to providing an inclusive and equal healthcare environment for all our patients. We believe that every individual, regardless of their background, gender identity, sexual orientation, race, ethnicity, or any other characteristic, deserves to receive compassionate, respectful, and high-quality healthcare services.



Dementia Friendly Café

**A warm, safe and welcoming space
exclusively for people with Dementia
and their families.**

First Monday of every month

1:30pm - 3:30pm

Maple Tree Café, Repton, DE65 6GR



**For more information please contact
helena@sdcvs.org.uk 07514 728197**

**COMMUNITY
VOLUNTARY
SUPPORT**
SOUTH DERBYSHIRE

