



Gresleydale Healthcare Centre

Welcome to our Summer Newsletter 2023



Covid Booster

Gresleydale is the Swadlincote Primary Care Network's provider of Covid Spring Booster vaccinations. The next clinic is on Wednesday 17th May - the surgery will be closed from 13:30 to enable us to vaccinate all eligible patients within the locality. Further clinic/s are planned - Saturday 27th May and, based on uptake and demand, further clinics may be announced. The Covid Booster information leaflet is available on www.gresleydale.com

We note the lovely comments on Friends & Family regarding the efficiency of the Covid clinics - thank you very much.

Friends and Family feedback and action plans January to April 2023

We are grateful for all the positivity and, most of all, the understanding that we are endeavouring to provide the best service we can, within the resources we are given, and are often stretched to the limit.

It is noted that appointment and telephone access are still a source of frustration and we have answered three questions below:

Q Why have you only got one telephone line?

A We have one telephone number with ten lines attached. In the practice's business plan, when seven lines are taken, calls are diverted to other members of the team. There is still a call queue which is an indicator of how many calls come in all day, every day. As mentioned in the previous newsletter, in acknowledgement of feedback received in the Friends and Family comments, the practice is considering a new telephone system with 'queue busting' functionality. The practice is obliged to purchase a system from an NHS preferred supplier and we will keep you informed of progress.

Q Why aren't there more appointments available for online booking?

A We balance the needs of our patient population by providing urgent and routine appointments bookable face to face in reception, by telephone and online. This question will be highlighted in our improvement plan for review.

Q Why can't I have a face-to-face Drs appointment?

A You can - all you need to do is specify your preference when you book the appointment

Thank you for all your contributions to Friends & Family. Please note that we pass on all person-specific comments to the person mentioned. It is a real morale booster.

Staff News

We are delighted to announce that Dr Abigail Letchford, currently a salaried GP, will be joining the practice Partnership. This is wonderful news for both the practice and patient population.

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.



Special Date for your diaries:

WORLD BICYCLE DAY 3RD June 2023

Supported by the United Nations, this day is to promote physical activity, to encourage people to use a bicycle to move around (as it is an environmentally friendly option) and to highlight the need for better and safer infrastructure to cycle on in bigger cities.

Staying active and cycling regularly is a great way to stay healthy and fit. Cycling helps to reduce the risk of stroke, heart disease and certain cancers

Changes to repeat medications

Please order your medications in sufficient time to avoid running out during the upcoming May Bank Holidays:

From 1st April 2023, patients that require urgent repeat medication, for example because of them running out of a repeat medication, or because they have left home without it, will be able to obtain an urgent supply via pharmacies commissioned under the Pharmacist Consultation Service. Patients requiring an urgent supply will need to contact NHS111 to be referred to a participating pharmacy. Patients will no longer be able to be referred via GP Practices or GP Out of Hours providers.



Its Party time: On the 5th July, the NHS will mark 75 years service. Why don't you do something amazing to celebrate this milestone and join our Patient Participation Group (PPG).

The PPG is group of patients working voluntarily in partnership with Gresleydale Healthcare Centre. They provide a patient's point of view, build stronger patient/doctor relationships and enable patients to take more responsibility for their health and make informed

decisions. For more information, please contact the PPG Chair (in writing) c/o Gresleydale Healthcare Centre.