

Park Lane Surgery Newsletter – Oct 2016

New Doctor

The partners are delighted to welcome Dr Dylan Kay to the practice. Dr Kay started on 22 August and will be working 4 days a week on Mondays, Tuesday, Wednesdays and Fridays.

Dr Nichols reduced the number of days that he works earlier in the year from 7 sessions down to 5 sessions.

The doctors normal working days are as follows;

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Nichols (m)			✓	✓	✓		✓	✓		
Dr Parkes (f)	✓	✓	✓	✓			✓	✓	✓	
Dr Vyas (f)	✓	✓					✓		✓	✓
Dr Kay (m)	✓	✓	✓	✓	✓	✓			✓	✓

However please note that regular days may be subject to change to ensure there is sufficient cover when there is a GP absent or on holiday.

Flu Clinics

The Flu clinics this year are being held on the following days;

Saturday 15th October – 9:00am to 11:30am

Saturday 5th November – 9:00am to 11:30am

If you are over 65 you are automatically eligible to receive a flu jab so please book into one of the clinics at reception. If you are under 65 and eligible to receive a flu vaccination you will be invited by letter.

Letter from your Patient Participation Group (PPG)

Dear Fellow Patient,

It may well have come to your notice that our surgery was recently awarded the category 'Outstanding' during a recent routine inspection by the Care Quality Commission. This is the highest CQC category and helped place the surgery as 'Best in Derby' and ranked 'Third in Derbyshire'.

Two initiatives undertaken by the surgery which the CQC made special mention of as examples of outstanding patient care were promoting and hosting of the screening programme for Abdominal Aortic Aneurysm (AAA) and implementation of a Melanoma Awareness event at the practice where screening was provided on the day.

Over 300 eligible men (65+) have already attended the AAA screening sessions of which 5.5% were referred onwards for further investigation and early treatment. Hosting the screening at the practice has contributed to the high numbers of men being screened.

Similarly, from the first Melanoma Awareness event, 5 patients have subsequently received vital early treatment for potential skin cancers.

These and future initiatives are driven by our Doctors and supported by your PPG. However, their effectiveness depends heavily on having low cost communication links to advise patients in advance of the events.

If you would like to hear directly about any future events, please take time to complete the form below giving the PPG (via the surgery) permission to contact you by email. Rest assured, your personal contact data is held securely by the surgery and only used for such purposes you have personally authorised.

Kind Regards

Your PPG



I would like to sign up to receive a newsletter via email;

Email Address:

If you would be interested in attending future PPG Meetings please fill in some additional details on the other side of this slip and hand to reception staff.

Park Lane Surgery Newsletter – Oct 2016

Telephone Triage Trial Ended

In September we trialled a different system to manage on the day demand for GP appointments. This was a triage system where the duty Doctor telephoned patients who expressed a need to see a GP on the same day prior to an appointment being offered. Whilst there were some benefits with this system for managing daily demand for the doctors it was generally felt that it was not popular with patients. Consequently we have reverted back to the system that was in place prior to the triage trial; where we have a mix of prebookable and same day appointments available.

However we continue to experience an increased demand for both GP and Nurse appointments, so outlined below are some areas where you can help us manage this demand.

How you can help

GP appointments are a precious resource. We have always been able to provide good access to GP appointments but we do acknowledge that this is sometimes not always possible when there is increased demand. Here are some of the ways that you can help us;

- Always order your repeat medication in good time – you should never need a GP appointment just to get repeat medication unless you are due a medication review or are concerned about taking your medication.
- Please do not make an appointment if you just have a form that needs filling in or signing by your GP. The form can be left with the reception staff who will advise you if there is a charge for completing the form. Please ensure your details are completed fully on any forms that you leave with reception staff.
- Please do not save your concerns up and come for an appointment with a list; a routine GP appointment is for **10 minutes** and this is usually sufficient time to deal with **one** problem. Double appointments can be booked if you have more than one concern to discuss.
- We do not expect you to tell the receptionist the reason you need to see a GP; but often providing them with a little bit of information can help them direct you to the most suitable clinician to deal with your concern. For example;
 - A cut or a burn can often best be dealt with by the Practice Nurse or Health Care Assistant and they will always seek advice from the duty doctor if they have any concerns.
 - A medication query can often be dealt with over the phone, so a telephone consultation can be booked with a GP, saving you a visit to the surgery.
- Sometimes it may not always be possible to see the GP of your choice as quickly as you would like; especially when GPs are on holiday or have reduced their working week, as Dr Nichols recently has. If you feel your need is urgent please consider booking in with the first available GP.
- Please cancel appointments that you no longer need, so that they can be offered to someone else. We have seen a significant increase in 'Did Not Attend' recently and this is particularly frustrating when we are short of appointments. Sign up for SMS (text) reminders to make sure you don't forget an appointment, or apply for online access so that you can book and cancel your own appointments online. Please see the website or speak to reception staff for more details about either service.

Abdominal Aortic Aneurysm (AAA) Screening

If you are male and aged 65 or over you are eligible for AAA screening, the screening programme in Derby started in 2012. You will be invited for screening in the year that you turn 65. However if you have missed your invitation or you are older than 65 and have not yet been screened then you can self-refer by calling 01332 783485.

You do not need to attend the hospital for this screening as there are a number of clinics held in the community, and we provide the use of one of our rooms for an AAA screening clinic every 2 months. We cannot book you directly into a clinic here so you will still need to ring the number above to organise the date, time and location for you to have this screening. The screening usually only takes 10 or 15 minutes.

Women and men under 65 are not invited for screening. However, if you feel you have an increased risk of having an AAA, for example if you have a family history, talk to your GP who can still refer you for a scan.



If you are interested in attending future PPG meetings please fill in your details below and hand to reception staff.

Name: Telephone:

I consent for you to pass my contact details to the PPG Yes No

If Yes – please indicate preferred contact method Phone Email Please add email address to reverse of slip.