



## **SUMMER 2019 NEWSLETTER**

**Welcome to our annual summer newsletter. We hope that you find the information both interesting and useful to you. Matlock and Ashover Practice is your surgery and as always we welcome your comments and feedback so that we can continue to improve our services.**

### **Message from Dr P J P Holden**

The patients of this practice have been blessed with a considerable degree of stability of medical staff over the past 20 years despite there being extreme instability within the Profession as a whole. The age structure of the Partnership is such that Dr Sinnott is retiring imminently and over the coming months to a year or two, both myself and Dr Emmerson will be amending our working patterns, particularly to take into account the fact that we now staff the Ashover Surgery as well.

As a practice we have fared better than many in giving you stability of choice of doctor, but as the existing partners get older, we will be increasingly handing over to a younger generation and therefore some of the very long waits to see a particular doctor are not solely to do with lack of capacity, but the fact that they are deployed in other areas of the practice's endeavours. We all keep good notes, we all have access to one another's notes and most of us, most of the time, can pick up where a colleague has left off. Therefore we would ask you not to try and wait until the doctor of your choice is next available as this rapidly becomes an impossible scenario where some colleagues have insufficient work to do and others have too much to do. We have to spread the case load out amongst all our doctors and we have been very fortunate to recruit 3 new doctors, a situation that is unique in Derbyshire this year. We would ask for your cooperation in being prepared to see some of our newer and younger colleagues who are as well qualified as the older ones and your cooperation would be much appreciated in this respect.

### **Message from Dr Emmerson**

Over the Summer period, I will not be working at Imperial Road Surgery as much as I normally do. During the next three months I will be undertaking some project work to make our practice, here in Matlock, more secure for the future. As part of the initial stages of this, we have been joined already by Dr Rosier and Dr Abid and by September we will be joined by two more GPs. Unfortunately, we do lose Dr Sinnott to retirement from September but by that time my work will be done.

You will probably know that most practices in the UK are finding it hard to recruit GPs but by September we should have four new doctors in post. When you meet these new GPs you'll realise how excellent they are and how lucky we, and you, are to have them. Our computer system allows all the health care professionals here in the practice, to follow what has been happening with your care over the years, so please get to know them.

It may surprise you to hear that I am 56 and came to Matlock three years after Dr Sinnott. I know I may look in my late 30s but one thing we can't change, at the moment at least, is the march of time. If you work with us during this time, we can make sure that you have World Class General Practice in Matlock and Ashover for the foreseeable future.

### **Message from Dr Sinnott**

It is with mixed emotions that after 30 years at Imperial Road Surgery, I will be retiring from working as a GP at the end of August 2019. Up until my retirement I will be reducing the number of days that I will be in surgery, so you may find that you are offered an alternative GP when you require an appointment.

Whilst I understand that a lot of my long term patients will want to say goodbye to me, I would ask that normal appointments are not booked for this sole purpose. Instead we are arranging a tea and cake drop in event **on Wednesday 28<sup>th</sup> August from 2pm to 4pm** which will be held in the Community Suite to the rear of the surgery. Please let one of the Receptionists know if you would like to come along. Please feel free to leave a message in my "Memory Book", available at Reception.

Thank you and best wishes to you all.

### **Message from Dr Jones**

'Time flies' is the well known saying and this is very true for me at Ashover. I have been here nearly 19 years now and it is 12 months since the successful merger of Ashover Surgery with Imperial Road Surgery in Matlock. The main reason for the merger was to allow the continuation of the practice, including the dispensary, long after I have retired. There will always be changes with any merger, but I genuinely feel the merger has gone very well and will provide the security of the service that I feel Ashover village, and the surrounding area, needs and deserves.

I have reduced my commitment to 3 days a week, and as of April this year I have left the Partnership and become an employed/salaried doctor. This was all mutually agreed prior to the merger. You will have already noticed different doctors coming to the practice from Matlock. This will continue as time goes on, and I feel it gives all of you more choice of who you can see, including female doctors. You will also have seen that we are having registrar doctors in the surgery every now and then. These are qualified doctors who are undergoing further training to become GP's. Matlock has been a well respected training practice for many years and following further training last year I am now able to supervise these doctors here at Ashover. Please continue to consult them as you are helping to mould the next generation of GP's.

Thank you for your continued support of the practice.

### **Recruitment**

As mentioned earlier in the newsletter Dr Sinnott is retiring this year and with other Doctors approaching the age where they can retire we are very pleased that we have managed to successfully recruit three new doctors who we hope will secure the long term future of the practices. Dr Nasreen Abid joined us in May and will work two days per week, Dr Laura Styles joins us in August and will work three days a week and Dr Sarah Raybould will join us from the middle of September and will work two days a week. Between them they bring a wealth of knowledge and experience in many different fields of medicine. We are sure you will join with us in welcoming them to the practices.

## **8-8 Extended Hours Pilot Scheme**

In September 2018 NHS England launched an eighteen month pilot scheme to operate an 8-8 seven day service for patients to access medical appointments.

Along with Lime Grove, Darley Dale and Bakewell Medical Centre, Imperial Road Surgery became a hub offering both GP and nurse appointments. Patients from Matlock and Ashover can be seen every Monday evening as well as every fourth Friday evening, Saturday morning and Sunday evening. Patients have the option of being seen at any of the four surgeries outside of normal operating hours.

Feedback from our patients has confirmed that the service has been received positively by our patients. The appointments we offer are a mixture of book on the day as well as pre-bookable. The current service will be reviewed by NHS England in early 2020 and we will inform patients if the service is to continue.

## **Patient Participation Group**

Since the merger, we have held one joint PPG meeting, bringing together members of both patient participations groups for very productive discussions.

Due to the success of our first meeting we have arranged another one for Thursday 10<sup>th</sup> October at 7pm in the Community Suite at Imperial Road Surgery. This is an opportunity for questions to be answered and issues concerning both practices to be discussed. A GP will also be attending the meeting.

The PPG is open to any patient wishing to join either at Ashover or Imperial Road. If you wish to become a member please contact either Liz Banner at Ashover on 01246 590711 or Joanne Gordon at Imperial Road on 01629 593240.

## **Reception Team**

Our reception team are highly trained and work to the instructions of the Doctors and the Management Team. Regrettably the levels of abuse in Matlock have increased over the last twelve months. The Partners at Imperial Road Surgery and Ashover have a zero tolerance policy with regards to the verbal abuse of staff.

## **Missed Appointments**

Between January and May 2019 we had 485 appointments at Matlock that patients did not attend for and did not cancel in advance. Between the same period there were 110 appointments at Ashover that patients did not attend for and did not cancel in advance.

We now have a dedicated cancellation line at Matlock. If you are unable to make an appointment you have booked, it would be appreciated if patients could ring in on **01629 583465 option 2**. A message can be left to cancel an appointment. At Ashover patients are asked to phone the usual telephone number 01246 590711 to cancel appointments, please give as much notice as possible so that the appointment slot can be given to other patients wherever possible.

Alternatively if you have access to the online booking system, you can cancel your appointment online too.

If you have not yet consented to be contacted by SMS and you wish to, then please let a member of the reception team know. We can send you a Text message reminder about your appointment.

## Flu Vaccinations

We would like to take this opportunity to remind everyone that from late September/early October we will be offering flu vaccinations for those patients that meet the NHS England criteria for eligibility. Following last year's successful Saturday drop in clinic at Matlock, We plan to operate another drop in clinic this year one Saturday morning and other timed appointment clinics during the week. Details will be available regarding the clinics from the beginning of September.

If you are unsure if you are eligible to receive the free flu vaccination, please do not hesitate to ask one of the reception team.

For Ashover patient's the flu clinic will be held in the Parish Hall next to the surgery on 9<sup>th</sup> October 2019 between 9am and 6pm. It will take the usual format and we will have refreshments and cakes to raise money for Ashgate Hospice.



## Dementia Awareness

We would like to thank all our patients who helped or attended our Bake sale, raffle & Tombola in support of dementia awareness on Thursday 13<sup>th</sup> June

**We raised a total of £766.49**

**Thank you again.**