

## Coronavirus Update

Your local GP Services covering, Tibshelf, Holmewood, Pilsley and Stonebroom Areas

The advent of Coronavirus has changed many things in our lives including how we are providing care at Staffa Health.

All GP surgeries have been advised to move towards a telephone based service and to reduce face to face contact. All Staffa Health surgeries are therefore currently closed to walk-in patients. All patients requiring an appointment, home visit or advice should call the surgery. Depending on your needs you will be offered an initial telephone consultation that day. If after your telephone consultation you need to be seen this will be arranged for you. We are still very much here for our patients from 08:00 to 18:30 Monday to Friday and urge patients to not put off ringing us. The 111 out of hours service will be in operation outside of these times. From the 15th of June we request that patients who call to request a call back that day do so before 4pm. Only medically urgent requests will be taken after 4pm. All requests for home visits must be made before 12pm.

We are now also able to offer an online consultation service and the link to this can be found on our website at [www.staffahealth.co.uk](http://www.staffahealth.co.uk) as can updated information and advice about coronavirus. Patients can use this service 24 hours a day 7 days a week.

The majority of consultations we undertake each day are taking place over the telephone and we are also conducting a number of video consultations.

We are still seeing patients for appointments that require a physical procedure, namely: blood taking, INR (warfarin blood tests), dressings, injections, baby immunisations, post-natal mother and baby checks, contraceptive implants and coil fits and for other conditions where a face to face examination is required. These appointments will still take place face to face provided that the patient is well and has not got a cough or a temperature. In some cases, particularly for INR checks this will be done at your car, a bit like a drive thru service! This has proved to work well and removes the need for the patient to come into the surgery.

We have rearranged services into red and green sites to keep staff and patients protected and allow us to carry out as much face to face care as we can. We have designated our Stonebroom site as a centre to see patients with respiratory symptoms, this is our red site. We will also visit these patients at home if they are housebound. Baby immunisations and post-natal mother checks have been designated to our Holmewood site at special clinics which gives parents the peace of mind that they are not mixing with other patients. We have structured appointments so that there is only one parent/baby in the surgery at any one time. If you arrive while another patient is being seen you will be asked to wait outside.

Patients should expect that all clinical staff they see will be wearing full PPE as Dr Paul Gadsden is seen wearing in the photograph below.

All prescriptions should be ordered by calling the Medicines Order Line (MOL) on 01246 588860. Please do not call the surgery for prescriptions. Patients can also use the MOL online ordering service if they have internet access. Just visit <https://www.derbyandderbyshireccg.nhs.uk> and follow the link. The process is really simple, they will be asked to leave the name of their GP practice, their name and date of birth and a contact number, someone will then call them back within 48 hours. There is also the NHS App or the SystmOnline App – details of these and how to register can be found on our website.

We thank all our patients for their support and understanding about the changes we have had to make during these unprecedented times. We are continually reviewing how we provide care to all of our patients and will continue to improve things and respond to future changes as they are needed. We have been fortunate to have some items of PPE donated by local residents, schools and companies. If you are able to donate any PPE please drop off at the Tibshelf Surgery. Thank you.



# Closure of our Pilsley Surgery

In March 2019 Staffa Health applied to NHS Hardwick Clinical Commissioning Group Primary Care Co-commissioning Committee to close our Pilsley branch surgery. It was not a proposal we took lightly. We gave it thoughtful consideration, exploring all options available to us. The committee agreed the branch closure 'in principle', subject to patient, staff and stakeholder engagement taking place. We gave local people the opportunity to talk to us about this during a 60-day consultation which ended in August 2019.

We listened to all consultation feedback and after further very careful consideration we decided to continue our application to close the Pilsley Surgery. Final approval was given at NHS Derby and Derbyshire Clinical Commissioning Group's Primary Care Commissioning Committee (PCCC) on the 26<sup>th</sup> February 2020. The Pilsley Surgery will close in full on the 1st April 2021. Staff currently providing care at Pilsley surgery will work from our other sites. All patients will remain registered with Staffa Health and don't need to take any action.

From the 1st April 2020 we had planned for the opening hours at Pilsley Surgery to be reduced to one and a half days per week until final closure on 31st March 2021. However, with the coronavirus pandemic these plans have suffered disruption and the Pilsley site is currently being used as a site for staff at increased risk with no patients attending that surgery. Whether we are able to bring some face to face appointments back into the Pilsley surgery before the full closure in April 2021 will depend on the progress of the Coronavirus pandemic over the coming months and our need to maintain social distancing in the workplace.

We've listened to concerns people raised in the consultation and want to do everything we can to provide support, minimise disruption and maintain the quality of our services for our Pilsley patients. These service changes included more telephone appointments, improved car parking, the implementation of online consultations, a review of appointment timings, streamlining of routine reviews for patients with long term conditions and medication reviews and additional clinical rooms. We have made a lot of progress in many of these areas. The Practice is required to report their progress to the Derbyshire Primary Care Co-commissioning committee each quarter and this report will be made available to the public on our website

We will make every effort to continue to provide all our patients with high quality, accessible services in a sustainable way for our practice. We'd like to reassure you that:

- excellent patient care remains our priority
- we will not be reducing our clinical staffing
- we will continually monitor this closure process so we can put supportive solutions in place wherever we can.

If you are a Pilsley patient and want to talk to us about your needs and access to services at our other locations please talk to us.

You can call 01773 309050 or email: [admin@staffahealth@nhs.net](mailto:admin@staffahealth@nhs.net)



## Online Access



Just a reminder that since our computer system changeover in September last year you can still get access to online facilities including booking appointments (although this is temporarily suspended at the moment due to the Coronavirus pandemic), repeat prescription ordering and access to medical records. The latter are particularly useful during the restrictions imposed by the coronavirus pandemic.

Speak to a member of our Reception staff for more information about registering for these services or check out the Staffa Health website where you can find links to the NHS App or information about registering for the SystemOnline App.

# Social Prescribing Link Worker

Did you know it is not just your doctor or nurse who can help you to feel better? At Staffa Health we now have a Social Prescribing Link Worker who can connect you with community activities to help to improve your health and wellbeing. Many of these service are still operating throughout the coronavirus pandemic but with telephone or video consultations. Our link worker is also contacting patients to provide support to anyone who is struggling with the current situation and isolation.

They can provide support and discuss options available for:

- ⇒ Social isolation and loneliness
- ⇒ Emotional wellbeing
- ⇒ Healthy lifestyle choices including:
  - ◆ Stopping smoking
  - ◆ Physical activity and exercise
  - ◆ Weight management
  - ◆ Diabetes control
  - ◆ Reducing alcohol consumption
- ⇒ Long term health conditions
- ⇒ Loss of confidence/purpose
- ⇒ Bereavement
- ⇒ Poor health linked to housing or housing conditions
- ⇒ Accessing work, training and volunteering
- ⇒ And lots more!



You do not need to be referred by a doctor, speak to one of our receptionists today and we can arrange for our Social Prescribing Link Worker to contact you.

## Online Consultations



By 1st April 2020 all GP Practices were required to have implemented an online consultation system. At Staffa Health along with our neighbouring practices we have chosen to use the eConsult system. This system enables patients to seek self-help information from the NHS, be signposted to other health services or consult online with the appropriate clinician at the Practice. You can provide symptoms and history in your own time and at your own convenience at any time of day or night.

Reports from patient requests are sent to the Practice and will be processed by the reception team. We have a target of responding to eConsult enquiries within 1 working day.

The system has inbuilt 'red flags' so that any patients presenting with urgent symptoms are directed immediately to urgent care services. The system can quickly separate admin and clinical requests and patients will be signposted according to their enquiry.

The link to eConsult is available on the front page of the Staffa Health website where you will see a box that looks like this →  
Simply click on the box to start your consultation. So far this has been a very successful way of ensuring patients are able to get medical advice during the changes we are currently working with.

e consult

### Contact our doctors online

Fill out a simple online form to get advice and treatment within 1 working day

Ask about common problems like coughs, back pain or mental health

Ask about general symptoms like dizziness, tiredness or pain

Request sick notes and GP letters, or ask about recent tests

Get help for your child

# Coronavirus Community and National Support

## NHS Volunteer Responders

Good SAM NHS Support Service - Request a Volunteer - <https://www.goodsamapp.org/NHSreferral>

## County and District Council Contacts for people requiring help and support:

### Derbyshire County Council Community Response Service

<https://crowd.in/utBp2u> - 01629 535095 (line currently available Mon-Fri 9am-5pm and Saturdays 9am-1pm)

### Bolsover District Council

[www.bolsover.gov.uk](http://www.bolsover.gov.uk) – 01246 242424

### North East Derbyshire District Council

[www.ne-derbyshire.gov.uk](http://www.ne-derbyshire.gov.uk) – 01246 231111

## Other Support Groups and Local Parish Council Groups:

### Holmewood and Heath Healthy Futures Group

Call: 01246 498489 (line active 9am to 6pm)

Text: SOS to 0744 3851 496 (someone will respond in due course)

### Pilsley Community Network

07593 873978

### Tibshelf Covid-19 Support Group

Allison Beckett – 07739 113148

Laura Houseley – 07970 322376

Kathryn Salt – 07931 371321

### Domestic Abuse Helplines

Derbyshire Domestic Abuse Service – 0800 019 8668

National Domestic Abuse Helpline – 0808 200 0247

Men's Advice Line – 0808 801 0327

National LGBT+ Domestic Abuse Helpline – 0800 999 5428

Rape and Sexual Violence Services – 01773 746115

Childline (for children and young people) – 0800 1111

### Bereavement Support

[www.cruse.org.uk/coronavirus/trauma](http://www.cruse.org.uk/coronavirus/trauma)

Call: 0808 808 1677 available Mon-Fri 9.30am to 5pm (until 8pm Tues, Weds & Thurs)

e-mail: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

### Mental Health Support

Derbyshire Healthcare Mental Health Support Line – 0300 790 0596 – available daily 9am – midnight

NHS One You website - [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

**For general information and advice about coronavirus please go to NHS111 Online in the first instance.**

## Volunteers wishing to register to help:

NHS Volunteer Responders – [www.goodsamapp.org](http://www.goodsamapp.org) – register online

Derbyshire County Council Community Response Service

<https://crowd.in/dHYRnI> - Volunteers should be aged 18-70 and fit and well

**STAY AT HOME**

**PROTECT THE NHS**

Joined Up Care  
Derbyshire

**save lives**

**Want the latest on Coronavirus in Derbyshire?**  
Get all the latest health service information for Derby and Derbyshire in one place during the COVID-19 (Coronavirus) pandemic...  
Visit: [www.joinedupcarederbyshire.co.uk/public-info-covid-19](http://www.joinedupcarederbyshire.co.uk/public-info-covid-19)

**Why should I visit the website?**  
We understand you may be anxious about changes to health services during the COVID-19 (Coronavirus) pandemic, so we have set up this web area to act as a one-stop-shop of information.  
We will update the website daily to provide information as quickly as possible.

**The site contains:**

- ✓ Local service changes, for example changes to GP practices, hospitals, community and mental health services
- ✓ Daily updates
- ✓ Frequently asked questions (FAQs)
- ✓ Links to local & national information

**If you know people in your family or local community who do not have internet access, please use the site on their behalf and share information. The site is available in different languages online.**

If you are concerned you may have coronavirus please visit **111 online at [111.nhs.uk/covid-19](http://111.nhs.uk/covid-19)** and you will be taken through a symptom checker and given advice on what to do. Please only call 111 if you can't go online.

**Find out more:**

@JoinedUpCare

joinedupcarederbyshire

joinedupcarederbyshire

Call Healthwatch Derbyshire for help and assistance: **01773 880786.**

CORONAVIRUS

**STAY HOME  
PROTECT THE NHS  
SAVE LIVES**

Joined Up Care Derbyshire is a partnership of health and social care organisations in Derbyshire working together to improve care and services for Derbyshire residents.

**COVID 19 and support for domestic abuse.**

**Free confidential online help and advice**

**Derbyshire Domestic Abuse Helpline**

Helpline number: **08000 198 668**

Text Service: **07534 617252**

Email: [derbyshiredahelpline@theimf.org.uk](mailto:derbyshiredahelpline@theimf.org.uk)

**Useful National Websites:**

[www.womensaid.org.uk](http://www.womensaid.org.uk) created a covid 19 safety pack for victims, offer an online chat service between 10 -12pm daily

[www.refuge.org.uk](http://www.refuge.org.uk) – also run the national helpline: **08082000247**

[www.mankind.org.uk](http://www.mankind.org.uk) supporting male victims

<https://loversrespect.co.uk/> - created for younger victims by Women's aid

<https://respect.uk.net/> - charity supporting perpetrators to stop their abusive behaviour

- COVID19 is already having a devastating impact on victims of domestic abuse, services are running differently but support is there!
- Do not suffer alone, seek help and support via the above options.
- Look out for neighbours and friends.
- If in immediate danger call the police on **999**

**Relate Chesterfield & North Derbyshire**

Call: 07401 343 817 / 07384 762 877

Email: [admin@relatechesterfield.org.uk](mailto:admin@relatechesterfield.org.uk)

Twitter [Relate\\_NDerbys](https://twitter.com/Relate_NDerbys)

**We can help**

**We are still open and offering telephone and webcam counselling for:**

- Free or paid for Individual and Couple Counselling

the relationship people

**HAS MILD CORONAVIRUS,  
HASN'T NOTICED**

**ANYONE CAN GET IT.  
ANYONE CAN SPREAD IT.**

**STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES**

**Now, more than ever**

**For simple steps to look after your mental wellbeing search **Every Mind Matters****

**STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES**

# Staffing Changes



Dr Ruth Cooper

Our Senior Partner Dr Ruth Cooper should have been retiring on 31st March after a very long and successful career at Staffa Health. Coronavirus has changed all that and Dr Cooper has said she will stay on to support the team throughout the pandemic and all the changes this has brought. We are very grateful to her for sacrificing her retirement and for the continued commitment to her role at the helm. We did have a big party planned but that is now on hold until she can re-plan her retirement again!

We had a new GP join us just before the pandemic started. Dr Emma Scanlan has joined the Staffa Health team for 3 days per week. She is now on Maternity leave but will re-join us next year.

Two of our GP Registrars have gone on maternity leave during the pandemic. Dr Ann Jarvis went off just before lockdown began and she has since given birth to a baby son and Dr Katie Bowman started maternity leave on 1st May and she gave birth to a baby girl just a few days later!



Continuing the baby boom are community nurse Kim Hinchley who gave birth to a little boy earlier this year and phlebotomist Jess Jenkins who had a little girl. It has been a busy time for the Staffa Stork!

Emma Parker, Nurse Clinician joined us in May to expand our team of Advanced Nurses. Emma will be consulting with patients in surgery, over the telephone and on home visits.

# Medicines Order Line

The MOL are dealing with all prescription requests through the coronavirus pandemic and as such are receiving an unprecedented amount of calls. Please be patient if you need to reorder your prescription and keep trying the number or contact them online and request a call back (see front page article of this newsletter for information on how to do this).

We are unable to take prescription requests over the telephone and we are not taking paper slips due to the risk of infection. Please DO NOT post any repeat prescription slips through the letter boxes at any of our sites!

We ask that patients do not 'panic order' any medication. If everyone orders what they need as they usually would then the supply chain will be able to cope with demand. Shortages in medication availability happen when too many people order too much medication too often.

Obviously increased calls to the MOL are leading to backlogs at local pharmacies. Please allow up to 7 days before collecting your medication and do check the pharmacy opening times before you go - many have closed periods throughout the day to enable them to catch up with orders.

Thank you for your patience and understanding as we all work through these challenging times.

**Prescription Medicines Order Line**

Order your repeat prescription for medicines and appliances through a quick and simple telephone call

**01246 588860**

9am – 4pm Mon to Fri\*

\*These times may be subject to change

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