

Pilsley Closure

Following a public consultation in 2019 and agreement by the Primary Care Co-Commissioning Committee in January 2020 our Pilsley surgery will be closed to patients from 31st March 2021.

Pilsley patients can still call the telephone number for the surgery to request an appointment. Currently all appointment requests are dealt with over the telephone initially. If it is decided that the patient needs to be seen in person this will be done at one of our other sites at Holmewood, Tibshelf or Stonebroom depending on which is best for the patients needs and the clinicians/services available on the day.

2020 has almost given us a trial run at this with enforced new operating procedures due to the coronavirus pandemic. Telephone, video and e-consultations have become the norm for all General Practice surgeries nationwide. Recent surveys at Staffa Health have shown this system to be working well and very popular with most of our patients. Many patients are able to be seen on the same day that they call us now, whereas we have had waiting times spanning weeks during pre-pandemic processes if you wanted to see a specific clinician.

Pilsley residents should rest assured that we are still very much here for them as their GP surgery. If anyone has any medical worries you are encouraged to call us so that we can review your case and decide on the best action for your needs.



Our Pilsley site will be closed to patients from 31st March 2021

Covid-19 Vaccine Update

We continue to work through our lists of patients in the order set by NHS England guidance. At the time of writing we are inviting Group 6 patients. All local care homes have received their first doses of the vaccination and we have vaccinated our housebound patients. **The message remains: Don't Call Us - We'll Call You!**

Vaccination appointments are all dependent on supplies and deliveries of these. There are 9 Practices in the South Hardwick Primary Care Network and appointments at the Sharley Park Vaccination Centre are shared out proportionately between these Practices.

Work is ongoing behind the scenes to get as many people vaccinated as quickly and safely as possible. Alongside this we still have a daily service to provide, often on limited staff as increasing numbers of our team are asked to self-isolate with the increased likelihood of coming into contact with someone with coronavirus as the infection rate remains high.

We ask that you please bear with us during these times and help the NHS to help you by using the most appropriate service for your needs. Think before you call; do you need to speak to a GP? Could you complete an e-consult via our website instead? Can your local Pharmacist help if it is a minor ailment?

Thank you for your consideration in this matter. A detailed grid of the services available is on the back page of this newsletter.

Retirements

The end of 2020 also saw the end of an era for two long serving Staffa Health staff. GP Partner Dr Ruth Cooper retired after 28 years, most recently spent as a Senior Partner in the Team. Practice Nurse Tina Moses also retired on 30th November after nearly 20 years with Team Staffa.

As we were unable to throw the usual Staffa farewell party we all got together in an online meeting to pass on our well wishes and share some memories.

Dr Cooper has been back at Tibshelf helping out with dermatology and minor surgery clinics since she retired. She has also been busy giving Covid vaccinations at local care homes and raising money for Ashgate Hospicecare through a sponsored bike ride!

Tina has recently completed her Covid vaccinator training so will hopefully be putting her nursing skills to use there in the coming months.

So they are both retired, but busy as ever!
Enjoy your time ladies!



Tina Moses



Dr Ruth Cooper



Online farewells were arranged for Tina and Ruth.

Respect for our staff

Our staff have been working tirelessly over the past year to keep up with the extra demands placed on General Practice since the global coronavirus pandemic struck. They have adapted to new ways of working, even working from home when needed and we are very proud of all staff at all levels.

Unfortunately, we are seeing increased incidences of poor attitude, rudeness and anger directed at our staff by patients. Whilst we understand that this is a challenging time for everyone, we are doing our upmost to provide the best service we can under the circumstances. We are often working on reduced staff due to illness or self-isolation and the team have pulled together and supported each other immensely throughout these times. We request that patients do the same by treating our staff with respect and being kind and courteous to them at all times.

Our reception staff are not responsible for who gets the vaccine and when they get it. All GP surgeries are working to national guidance on this and we have no control over it. Please do not take your frustrations out on our staff, it is simply not fair when they are just trying to do their job.

Next time you ring us, or email us, or post a comment on social media just remember the person on the other end of this is a human being with thoughts and feelings. Be nice, and maybe tell them what a good job they are doing!
Thank you

✓ CHECKING HEALTH

✓ GIVING VACCINES

✗ TAKING ABUSE

Help us focus on caring for you.
#NotInADaysWork

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

Your Covid Recovery

Many people who have had coronavirus have reported long-term effects from the virus taking a toll on their lives both physically and mentally. This might include breathlessness, fatigue, aches and pains or continued loss of taste or smell. Mentally you may need help to manage anxiety or your moods and may have problems with memory and concentration.

The NHS have launched a website called 'Your Covid Recovery' which explains how you might be affected by long-term after effects of a Covid-19 infection. It offers tips on managing a range of physical and mental side effects as well as general wellbeing advice for eating well, sleeping, exercise, coping with grief and family.

Simply type 'Your Covid Recovery' into your internet search engine to find the page or type in the web address below:

www.yourcovidrecovery.nhs.uk

Your COVID Recovery

What is COVID-19? Managing The Effects Your Wellbeing Your Road To Recovery NHS

Supporting your recovery after COVID-19

As you find yourself recovering from COVID-19 you may still be coming to terms with the impact the virus has had on both your body and mind.

These changes should get better over time, some may take longer than others, but there are things you can do to help.

Your COVID Recovery helps you to understand what has happened and what you might expect as part of your recovery.

ZoomPhysio

At Staffa Health we have now started using ZoomPhysio to provide rapid online treatment for mild musculoskeletal conditions. If you're suffering from aches or pain you can self refer to ZoomPhysio without speaking to a GP first.

After you've completed registration, one of the physio's will create a personalised plan for you within 24hrs. You will receive access to your plan via email. At your initial login you will complete a short health survey and after this you will have immediate access to your personalised plan.

If you're concerned about your symptoms please contact us first and we will advise on the best course of treatment. We have a physio available at our Tibshelf surgery for face-to-face appointments and virtual appointments if you need one.

You can access ZoomPhysio via the Staffa Health website or by typing the web address below into your search engine:

www.zoomphysio.co.uk/gp/staffa-surgery

ZoomPhysio Treatments Features How It Works FAQ CONTACT US

Fast, effective physiotherapy treatment and diagnosis

A free and immediate solution to your musculoskeletal issues via web, app & video call

Start An Online Plan

or book a virtual consultation with a Physio

Rest assured, you're in safe hands.

NHS hcpc health & care professions council Qualified Society OneHealth

Ashgate Hospice Fundraising

It was widely reported in local media last year about the severe funding crisis at Ashgate Hospicecare. This was partly because many charitable events had to be cancelled due to the coronavirus pandemic. At Staffa Health we have been fundraising to support this valuable local service which provides care both in the hospice and at home for patients at the end of their life.

We ran prize draws for staff and patients at Christmas with some fabulous hampers and wine boxes to win. Thank you to everyone who took part and congratulations to our winners. We raised over £800 on our Just Giving page with prize draw entries!

One of our administrators baked a lovely Christmas cake so we ran a 'Guess The Weight Of The Cake' competition for staff which raised a further £72 towards our collection.



Our Administration Team based at Pilsley held a pyjama day in December and raised £60 by paying to come to work in their PJ's for the day.



Dr Ruth Cooper started her retirement by getting friends together and cycling from Ashgate Hospice to Blythe House Hospice in Chapel-en-le-Frith and back again! The ride was over 50 miles long with some very steep hills along the way. Thankfully, despite it being early December, the team had a great day for it. It was cold but sunny and between them Team A2B raised over £1000.



We are planning another prize draw for Easter so keep an eye out on our Facebook and Twitter pages for details of this. To make a donation please visit: www.justgiving.com/fundraising/staffa-health1

NHS

Feeling unwell? Choose the right service

 Self-care Hangover. Grazed knee. Sore throat. Cough.	 NHS 111 Unsure? Confused? Need help?	 Pharmacist Diarrhoea. Runny Nose. Painful cough. Headache.	 GP (Doctor) Unwell. Vomiting. Ear pain. Back ache.	 NHS Walk-in Services If you cannot get to the GP and it is not getting any better.	 A&E or 999 Choking. Severe bleeding. Chest pain. Blacking out.
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