

A new way to contact us

Here at Staffa Health we have been looking at new ways that patients can contact us. We have introduced a new online way to get in touch, this replaces the previous online contact form (eConsult) which was more complicated. By answering 3 or 4 simple questions along with your details the new system generates a 'request form' which will be reviewed within 1 working day (but only during normal Surgery hours). We will then take appropriate action according to the urgency, which may result in a telephone call, email or text message response from us.

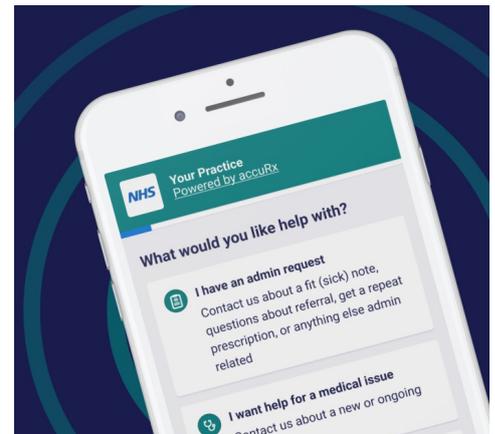
This new simple access method will offer an effective alternative to the busy telephone system and we would like all of our patients to use this if they can.

A full list of ways to contact us for the most common queries is detailed below:

- Non-urgent medical advice in the next 7 days – use the new online form via www.staffahealth.co.uk
- Non-clinical help (e.g. change of personal details, Med 3 fit to work notes, death certificates etc.) – use the new online form via www.staffahealth.co.uk
- Urgent appointments – use the new online form via www.staffahealth.co.uk (if it is an emergency please telephone us (option 1) or phone 999).
- Routine appointments (in next 7-28 days) – telephone (option 2)
- Test results – use the new online form via www.staffahealth.co.uk
- Repeat prescriptions – Call the Medicines Order Line on 01246 588860 or use the NHS App to order

We do understand that not all patients have internet access and these patients are still able to call us if they do not have anyone who can complete a contact form for them.

Our hope is that more patients will use the new system which will make it easier for us to triage requests and provide patients with a timely and appropriate response.



Covid Vaccinations

Covid vaccinations continue to be delivered locally by ourselves in collaboration with 8 other local practices at Sharley Park Leisure Centre in Clay Cross. We have now invited all patients who are 18 years or over (June 2021) to have their vaccinations. All of our Care Homes and housebound patients have had both their first and second vaccinations. When we get to your age group you may receive a letter to book at a National Vaccination Centre or receive a text message to book with us at Sharley Park Leisure Centre. It is your choice where you wish to attend. Please do not just turn up at Sharley Park, an appointment is needed for you to attend for your vaccination.



When you are due your second vaccination you will be sent another text message a week before you are due to book the appointment.

Thank you to everyone who has attended for a vaccination so far, you all have an important part to play in this vaccination programme. Please continue to follow all the guidance to control the virus and save lives, even when you have had your first vaccine.



Changes to Data Collection

The NHS needs data about the patients it treats to plan and deliver its services and to ensure that care and treatment provided is safe and effective. The General Practice Data for Planning and Research data collection will help the NHS to improve health and care services for everyone by collecting patient data that can be used to do this. For example patient data can help the NHS to:



- monitor the long-term safety and effectiveness of care
- plan how to deliver better health and care services
- prevent the spread of infectious diseases
- identify new treatments and medicines through health research

GP practices already share patient data for these purposes, but this new data collection will be more efficient and effective. NHS Digital has engaged with the British Medical Association (BMA), Royal College of GPs (RCGP) and the National Data Guardian (NDG) to ensure relevant safeguards are in place for patients and GP practices.

NHS Digital will collect:

- data on your sex, ethnicity and sexual orientation
- clinical codes and data about diagnoses, symptoms, observations, test results, medications, allergies, immunisations, referrals and recalls, and appointments, including information about your physical, mental and sexual health
- data about staff who have treated you

NHS Digital does not collect:

- your name and address (except for your postcode in unique coded form)
- written notes (free text), such as the details of conversations with doctors and nurses
- images, letters and documents
- coded data that is not needed due to its age – for example medication, referral and appointment data that is over 10 years old
- coded data that GPs are not permitted to share by law – for example certain codes about IVF treatment, and certain information about gender re-assignment

More detailed information about the data collection is contained in the [Data Provision Notice issued to GP practices](#), and there is an information page about this programme on our website: <https://www.staffahealth.co.uk/the-practice/how-your-information-is-used/>

If you do not want your identifiable patient data to be shared outside of the GP practice for purposes except for your own care, you can register an opt-out with your GP practice. This is known as a Type 1 Opt-out. You can register a Type 1 Opt-out at any time by [returning this form](#) to us either on reception or via email to admin.staffahealth@nhs.net or call 0300 303 5678 for a form to be sent out to you. You can also change your mind at any time and withdraw a Type 1 Opt-out using the same form.

Data sharing with NHS Digital will start on 1 September 2021.

Emotional Support Helpline

During the Coronavirus pandemic we have seen a big increase in the number of people presenting with mental health issues.

The Derbyshire Recovery and Peer Support Service offer an Emotional Support Helpline to ANYBODY who feels they would benefit from having someone to talk to about things they might be having difficulty with. You can call the helpline on 01773 734989 and press option 2.

The helpline is open 9 – 7 Monday to Friday and 9 – 5 Saturday and Sunday.

We also have access to contact details for a range of talking Therapy services which patients can self-refer to. These provide support via telephone or video consultations and can even offer online courses to help you manage your mental health and wellbeing.

Just a look at our website for the links to a number of services.

Rethink Mental Illness.

EMOTIONAL SUPPORT HELPLINE

MONDAY - FRIDAY
09.00-19.00

SATURDAY & SUNDAY
09.00-17.00

**GIVE US A CALL ON 01773 734989
OR TEXT 07537410028
WEBCHAT AVAILABLE AT**

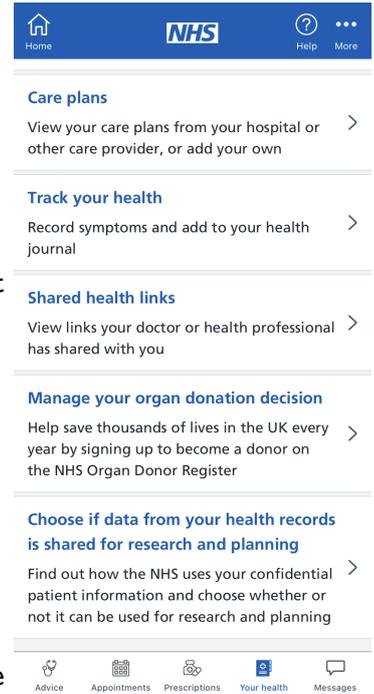
WWW.RETHINK.ORG/SERVICES-GROUPS/SERVICES/DERBYSHIRE-RECOVERY-AND-PEER-SUPPORT-SERVICE

NHS App

The NHS App is a really useful tool to have on your smartphone. It gives you a wealth of healthcare information and services at your fingertips 24/7.

You can use the NHS App to:

- **share your COVID-19 status** – view and share proof of your COVID-19 status for travel
- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you
- **view your health record** - securely access your GP health record, to see information like your allergies and your current and past medicines. If your GP has given you access to your detailed medical record, you can also see information like test results and details of your consultations
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning
- **view your NHS number** - find out what your NHS number is



The addition of the confirmation of Covid-19 vaccination status feature has seen a surge in application access requests. NHS login registrations may take longer than usual when there are high numbers of requests. Registrations will be processed as soon as possible.

We recommend all patients with a Smartphone take advantage of this App and the many features it offers.

Patient Participation Group

At Staffa Health we are constantly looking for ways to improve all our services to patients and to streamline our processes to minimise costs.

To help with this we have an established and active Patient Participation Group (PPG). This is a group of patients that meet with senior Practice staff in a friendly and welcoming discussion for just 2 hours or so, every 2-months. All members are non-medical people and wide ranging exchanges of ideas and varying opinions are shared. The purpose of the group is to give a patient point of view on Practice developments. It is not to discuss private issues.

Our PPG has a real and important role in forming future plans for the Practice but is in need of more members of differing backgrounds and experiences. So if you are:

- ⇒ Young or old
- ⇒ Male or female
- ⇒ A long time patient or a relative newcomer
- ⇒ A frequent user or a rare visitor



apart from telling us your name you do not need to say anything — unless you want to! Just turn up and come and have your say. We are sure you will find it interesting and informative and you will want to come to future meetings.

For more information please call any of our surgeries and ask to speak to Sharon Ingram, Secretary to the PPG. The next meeting will be held on Thursday 5th August from 2:30-4pm.

Covid Vaccination Passports

From 17 May 2021, people in England who have been fully vaccinated against COVID-19 can demonstrate their vaccination status for international travel. A full course is currently two doses of any approved vaccine. Vaccine status will be available from:

- ⇒ the NHS App which you can download from app stores
- ⇒ the NHS website
- ⇒ 119 - by requesting a paper letter

You will need to register to use the online services, if you have not already. It may take more than a week for your identity to be checked and verified.

If you cannot access the online services, and you have had both doses of the vaccine, you can request a paper letter from the NHS by calling 119. Only call 119 if you are due to travel outside the UK in the near future and have had your second dose more than 5 working days ago. It may take up to 7 working days for the letter to arrive.

Staffa Health is not able to provide you with a letter that shows your COVID-19 vaccination status. Please do not contact the practice about your COVID-19 vaccination status unless you have been advised to by the 119 service.



When you are planning your travel, you should check the latest information on demonstrating your COVID-19 status when travelling abroad on the gov.uk website. Make sure there is enough time to get proof of your COVID-19 vaccination status before you are due to travel.

Choose your service wisely

There has been an increased amount of inappropriate cases turning up at A&E departments in our area and across the country. Please remember that you should only call 999 or go to A&E for emergency life threatening situations. There are a wealth of other options available for your health needs. The table below details where you should go for a range of medical problems. Please, think twice and make the right decision.

Make the right decision **NHS**

999	Only in an emergency: loss of consciousness severe breathing difficulties heavy bleeding	Emergency Department
	When it's urgent but not life threatening: sprains fractures minor burns skin infection	Urgent Care Centre
	For symptoms that don't go away: ear pain back pain stomach pain	GP Surgery
	Feeling poorly and need advice about: fevers stomach upset aches & pains headaches	Pharmacy
	Need help fast and its not an emergency? Unwell? Confused? Need help?	NHS 111
	For common ailments and illnesses: hangover grazed knee sore throat cough	Self-care

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