

Winter Vaccination Programme

IMPORTANT UPDATE

CHANGE TO FLU VACCINATION CLINIC DATES



Flu season is upon us once again and we have been busy organising vaccination clinics in local areas. We did have everything booked and organised and had sent letters to all of our eligible patients when we were advised of a delay of up to 2 weeks for vaccine deliveries which has been really frustrating for us and other colleagues in General Practice. This has been a problem across the UK due to transportation issues and many GP Surgeries have had to put plans on hold while we wait for confirmation of delivery dates.

We now have vaccines in stock and are pleased to announce the first round of clinics for the over 65's as per the table below. We will release details for those under 65 as soon as we have them. Please keep an eye out on our website, Facebook and Twitter pages for these.

	TIME	SURNAME	AGE GROUP	VENUE
Friday 8th October 08:30 – 12:30	08:30 – 09:30	A - D	Over 65s Only	Pilsley Village Hall, Pear Tree Road, Pilsley S45 8HU
	09:30 – 10:30	E - J	Over 65s Only	
	10:30 – 11:30	K - R	Over 65s Only	
	11:30 – 12:30	S - Z	Over 65s Only	
Weds 13th October 08:30 – 12:30	08:30 – 09:30	S - Z	Over 65s Only	St. Albans Centre, Heath Road, Holmewood S42 5RB
	09:30 – 10:30	K - R	Over 65s Only	
	10:30 – 11:30	E - J	Over 65s Only	
	11:30 – 12:30	A - D	Over 65s Only	
Thursday 14th October 08:30 – 12:30	08:30 – 09:30	A - D	Over 65s Only	Sports Pavilion, Behind the surgery, Birkinstyle Lane, Stonebroom DE55 6PS
	09:30 – 10:30	E - J	Over 65s Only	
	10:30 – 11:30	K - R	Over 65s Only	
	11:30 – 12:30	S - Z	Over 65s Only	
Saturday 16th October 08:00 – 12:00	08:00 – 09:00	S - Z	Over 65s Only	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
	09:00 – 10:00	K - R	Over 65s Only	
	10:00 – 11:00	E - J	Over 65s Only	
	11:00 – 12:00	A - D	Over 65s Only	

GP Surgery Update

There's been quite a lot happening at the Practice over the summer months. We are usually a bit quieter over the Summer holidays and this gives our staff a good opportunity to take a summer break but call volumes have remained high and the pressure on General Practices continues.

We are very aware that patients have struggled to get through to us on the telephone over the last couple of months with long waiting times and calls getting cut off. We would like to sincerely apologise for these issues. We have taken steps to improve the problem and the technical faults have now been fixed. There are times where waiting times are still much longer than we would like and we will be recruiting additional staff to help us manage our call volumes which are very high at the moment. The telephone lines are generally quieter after 3pm Tuesday to Friday so do try to call then if you can.

We introduced a new way to contact us in June. This is via an online form that is available on our website. If you have a medical or administrative issue that you would like help with today or within the next 7 days you can contact us in this way. By answering 3 or 4 simple questions 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 our patients to use this if they can. But if people can't use the form for whatever reason we do understand, please just give us a ring in the usual way instead.

Patients can book a routine appointment (more than 7 days time) by calling us and booking straight into a face to face or telephone appointment slot. Requests that are urgent (within 7 days) we will triage first. We triage urgent requests because quite often patients can self-care and may just want or need some advice and don't need an appointment. If the patient does need to be seen the triaging clinicians will make sure that they are booked in with the right person, at the right place and in the right timescales, often that is a face to face appointment. We would like to assure our patients that we are very much seeing patients face to face. Over half of our consultations are face to face in the surgeries at the moment.



We are really pleased to announce that in September Dr Ann Jarvis became a Partner at Staffa Health. Dr Jarvis is an excellent GP and clinical leader who will be an asset to the partnership and the future development of the practice. She has been with us for a few years now and came through the Chesterfield GP Training Programme initially. We are all looking forward to working with Dr Jarvis in her new role as GP partner.

Covid vaccinations continue to be delivered locally by ourselves in collaboration with 8 other local practices however the vaccination centre will be moving to North Wingfield Resource Centre from September. Information about future vaccination clinics including booster vaccinations will be available on our website and Facebook page but we will also contact patients directly as and when they become eligible for a booster vaccination.

GP Surgeries gain small amounts of money for performing tasks, one of which is giving flu vaccinations. This money helps GP Practices to keep providing service to patients. Please support your GP Surgery by having your flu vaccination here wherever possible. Details of this years clinics are on the front page of this newsletter.

⚠ This will be read by a member of the team within 1 working day. We will aim to process requests on the same working day where requests are submitted before 3pm. Requests after 3pm are unlikely to be processed until the next working day. Medical requests are processed by a clinician, who will contact you with a recommended appointment slot. Please note this may be a 'same day/ urgent appointment', 'within 7 days' or a 'routine' appointment or you may be redirected to an alternative service, or self care may be advised. If you are seriously unwell, [call 111 or 999](tel:111)

What would you like help with?

- I have an admin query**
Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related
- I want help for a medical issue**
Contact us about a new or ongoing symptom
- I want to see online advice**
See advice and guidance on conditions, symptoms and treatments

If you want to find out about how accuRx facilitate your care securely and safely read [more here](#).

Welcome to Staffa Health

Over the last couple of months we have been joined by some new staff members across all areas at Staffa Health. Our Reception team has expanded with the addition of Cheryl Khediri at Holmewood and Nicola Day at Stonebroom. The Administration team based at Pilsley have been joined by Julie Fox and Maya Hindley.



Cheryl Khediri



Nicola Day

Welcome

Our team of Salaried GPs has seen the addition of Dr Caroline Powell and Dr Jack Hurley. Caroline is an experienced GP and GP Trainer. Caroline has brought with her Dr Tom Bradley who is the GP Registrar that she is currently supervising. Tom is in his final few months of GP training.

Jack Hurley spent some time at Staffa Health as part of his training a few years ago and has also been doing some locum work for us recently so you may recognise him.



Dr Jack Hurley



Dr Caroline Powell

Please say hello and give our new staff members a warm welcome if you speak to them.

Veteran Friendly Practice Accreditation

We are very proud to announce that this summer we have signed up to be accredited as a Veteran Friendly Practice. This means that Staffa Health support the Armed Forces Covenant. This states that any patients who are veterans or the spouse/child of a veteran should be considered for priority treatment under the rules set out in the Covenant.

We have a dedicated GP with specialist knowledge of veteran specific health services and military related health conditions. Our dedicated GP is Dr Faye Geeson and she has undertaken the relevant training which she has then shared with all staff as part of a whole practice training session.

We would like to encourage any patients who are veterans to come forward and let us know so that we can note this on your medical records. This will enable us to make sure you can access priority treatment when you need it.



Royal College of General Practitioners



Armed Forces veteran friendly accredited GP practice



Please complete an online consultation form via our website to let us know if you are a veteran. If you know of someone who is a veteran and doesn't have internet access please get them to call us.



ARMED FORCES COVENANT

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.



ARMED FORCES COVENANT

GP Survey Results

Every year a random selection of patients from GP Surgeries up and down the country are asked to complete the NHS England GP Survey. The same questions are asked each year and the results enable us to compare how we are doing against other surgeries locally and nationally, as well as comparing our own responses from previous years.

The results are circulated to all staff and presented and discussed with our Patient Participation Group. Despite a decline in some areas since the last survey, Staffa Health is still scoring better than the national average across most areas. Challenges posed by the coronavirus pandemic will have had an impact on some responses.

One of the areas of satisfaction that has declined is telephone response. We are aware that people have had to wait longer on the telephone than they would normally and there have been some technical problems which have now been resolved. We would like to sincerely apologise for these issues. We are still taking steps to improve our call answering times and hope that you will soon see an improvement in this.

One real positive result is the 11% increase in patients being satisfied with the type of appointment they are offered. This comes in a time when GP services have had to make changes and adapt to a new way of working due to the coronavirus pandemic. This result shows that patients are getting used to this new way of working and are more accepting of this. We are all finding that telephone and online consultations can work really well for some conditions.

The 5% decline in people being able to see or speak to their preferred GP will hopefully be helped by the recent increase in clinical staff which will give us more appointment slots.

The full summary of results is detailed below:



Summer 2021 Results

314 Surveys sent out | 121 Surveys sent back | 39% Completion rate

	Question/statement	National Average	Staffa 2021	Staffa 2020	↑ or ↓
Reception					
	Find it easy to get through to this surgery by phone	68%	78%	91%	↓ (13%)
	Find the receptionists at this surgery helpful	89%	95%	97%	↓ (2%)
	Usually get to see or speak to their preferred GP	45%	31%	36%	↓ (5%)
	Offered a choice of appointment when they last tried to make a general practice appointment	69%	74%	74%	→
	Were satisfied with the type of appointment they were offered	82%	89%	78%	↑ (11%)
	Would describe their experience of making an appointment as good	71%	82%	79%	↑ (3%)
	Satisfied with the general practice appointment times available	67%	75%	76%	↓ (1%)
	Took the appointment they were offered	98%	97%	98%	↓ (1%)
Healthcare Professionals					
	The last healthcare professional they saw or spoke to was good at giving them enough time	89%	97%	93%	↑ (4%)
	The last healthcare professional they saw or spoke to was good at listening to them	89%	97%	96%	↑ (1%)

	Question/statement	National Average	Staffa 2021	Staffa 2020	↑ or ↓
	Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment		Question not asked	75%	
	Had confidence and trust in the last healthcare professional they spoke to	96%	100%	98%	↑ (2%)
	Were involved as much as they wanted to be in decisions about their care and treatment	93%	100%	99%	↑ (1%)
	The last healthcare professional they saw or spoke to was good at treating them with care and concern	88%	96%	90%	↑ (6%)
	Felt the healthcare professional recognised or understood any mental health needs during their last appointment	86%	94%	98%	↓ (4%)
	Felt their needs were met during their last general practice appointment	94%	92%	98%	↓ (6%)
	Said they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions	74%	82%	87%	↓ (5%)
Overall					
	Would describe their overall experience of this surgery as good.	83%	89%	91%	↓ (2%)

Where patient experience is best

- 78% of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: 65% | National average: 68%
- 82% of respondents describe their experience of making an appointment as good
Local (CCG) average: 70% | National average: 71%
- 75% of respondents are satisfied with the general practice appointment times available
Local (CCG) average: 67% | National average: 67%

Where patient experience could improve

- 31% of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 40% | National average: 45%
- 82% of respondents felt their needs were met during their last general practice appointment
Local (CCG) average: 95% | National average: 94%
- 97% of respondents took the appointment they were offered
Local (CCG) average: 99% | National average: 99%

Online Bowel Cancer Awareness Talk

Bowel cancer is currently the fourth most common cancer in England and the second biggest cancer killer. Over 34,000 people in England are diagnosed with bowel cancer each year, and more than 13,500 people die annually from the disease. However, it doesn't have to be this way, as bowel cancer is treatable and curable, especially when caught early. That's why Bowel Cancer UK are dedicated to raising awareness through their volunteer-led awareness programme.

The Staffa Health Patient Participation Group in conjunction with Bowel Cancer UK are pleased to be able to offer this online presentation to raise awareness of bowel cancer. We will hear about what signs and symptoms to look out for, risk factors for bowel cancer as well as the NHS bowel screening programme and the importance of taking part in this.

To request a link to this event please send an email to Sharon Ingram, Staffa Health's Cancer Champion at: ddccg.cancerchampion.staffahealth@nhs.net



Staffa Health Patient Participation Group in conjunction with Bowel Cancer UK are pleased to be able to bring you this very important online awareness event

Bowel Cancer Awareness

Location: online via Microsoft Teams
Date: Tuesday 2nd November
Time: 7.30pm

The presentation will last approximately 30 minutes with the opportunity to ask questions after.

To request a link to the event please send an email to the Staffa Health Cancer Champion at: ddccg.cancerchampion.staffahealth@nhs.net

We look forward to seeing you at this online awareness event!

PPG



Patient Participation Group (PPG)

PLEASE HELP US!

The Practice is constantly looking for ways to improve all our services to patients and to streamline their processes to minimise costs.

To help them with this we are an established and active Patient Participation Group (PPG). We are 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. We are all non-medical people and wide ranging exchanges of ideas and varying opinions are shared. The purpose of our 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 contact:
Sharon Ingram - Staffa Health Administrator & PPG Secretary via any of our surgeries.

Go on — give it a try!!!
We look forward to welcoming you!



Fundraising

Throughout our year of fundraising for Ashgate Hospicecare we have now raised over our target of £1000!



Thank you to everyone who has supported our campaign and congratulations to those of you who won prizes in the process.

You can still donate to our Just Giving page via the QR code opposite or just Google 'Team Staffa Just Giving' to reach the web page.

Our fantastic team of nurses also did their own fundraising by taking part in the Sparkle Night Walk. The team have managed to raise another £570 between them! Well done!



Edited by Sharon Ingram, Training Administrator. For news, comments or feedback: 01773 309040

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