

Welcome!

Welcome to the Autumn 2022 Staffa Health patient newsletter. We hope you have enjoyed the summer and managed to stay well, especially during those heatwaves! It was lovely to see some sunshine but very hot for working in.

If you have visited us over the summer you will be aware that we are still asking anyone coming into any of our surgeries to continue to wear a face mask unless medically exempt. Coronavirus is still very much on our mind and we are doing our best to protect our staff and patients. We have been hit by staff absence due to infection and self-isolation and apologise for any last minute cancellations to appointments because of this. As always, Team Staffa have worked above and beyond expectations to help out when colleagues have been ill and we really appreciate their dedication and help to keep services running normally as much as possible.

Winter 2022/23 Vaccinations



We have now confirmed the schedule for our flu jab clinics this winter. The full timetable is at the back of this newsletter. Patients in the over 65 age group and those under 65 but at risk due to other medical conditions have been sent either a letter or a text message inviting them to book an appointment or attend one of the drop-in clinics.

BOOST YOUR IMMUNITY

WITH THE FLU VACCINE
+ COVID-19 BOOSTER

If you're eligible, the NHS will invite you when it's your turn.

Please note: the flu jab clinics at Tibshelf on Saturday 8th October and Thursday 27th October are **by appointment only**. Please do not attend these sessions if you have not pre-booked your time slot.

We will also be offering Covid-19 autumn booster vaccinations at Tibshelf Surgery. The dates of these are currently being organised and you will be invited to book with us when the vaccinations arrive. You can also book a Covid-19 booster online via the [National Booking Service](#) or by calling 119.

MMR Vaccinations

Public Health England have been raising awareness of the risks of measles, mumps and rubella after a rise in cases nationally, particularly of measles. Anyone who has not been vaccinated for MMR as a child can still get their two doses. The main messages of the campaign are that measles is not just a kids problem and that it is never too late to vaccinate. If you have not had your MMR vaccinations please get in touch with us and we can arrange an appointment for you.

measles

It's not just a kids problem and it can be serious.

It's never too late to have your MMR vaccine. Protect yourself and those around you from measles, mumps and rubella.

Call your GP surgery to book your two doses of MMR vaccine.

immunisation
Helping to protect everyone, at every age

M M R
MEASLES MUMPS RUBELLA

Protect yourself and your family from measles, mumps and rubella.

Get two doses of MMR from your GP surgery.

immunisation
Helping to protect everyone, at every age

Special Birthdays!

We have had some very special birthday's to celebrate at Staffa Health in August. Dr Paul Gadsden celebrated his 50th birthday as did our HCA Lisa Riley. Practice Nurse Keeley Cartwright celebrated her 40th birthday along with HCA Rea Crockford. Happy Birthday all!



Dr Paul Gadsden



Lisa Riley



Keeley Cartwright



Rea Crockford

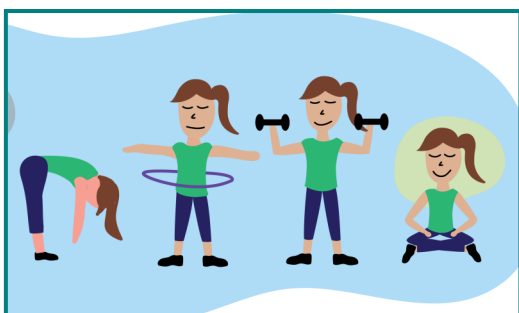
Update on Tibshelf surgery

For a few years now we have been working with our landlords on an extension and upgrade to our Tibshelf Surgery. These matters can be complex in the NHS as there are many parties involved and so the discussions have taken quite a long time. We have also worked closely with colleagues at the District, County and Parish Councils as part of a more strategic Tibshelf Development Group. We are pleased to say that the plans are nearing completion and the next step is a planning application. The new extension will provide additional clinical rooms, additional waiting areas and multipurpose rooms for patient use as well as much needed space for administration and back office work. There will also be additional car parking. We will keep patients informed as to progress on this exciting development.



A new gym facility at Tibshelf surgery

For patients we are delighted to announce a new service available from Tibshelf surgery this autumn. The Bolsover Wellness service provides tailored physical activity programmes for patients with a variety of conditions from weight reduction to cardiac and respiratory conditions, cancer, and a range of other illnesses.



Their sessions include gym sessions, chair based exercise, circuits, aqua fit, specialist swimming sessions, cardiac rehabilitation and Chronic Obstructive Pulmonary Disease (COPD) rehabilitation classes. They will now be offering gym sessions from Tibshelf Surgery. A selection of equipment will be available in our meeting room and all sessions are supervised by an instructor who will provide advice and encouragement at every session. If you would be interested in a free 12 week programme at the surgery please speak to reception.

National GP Survey Results

Every year a random selection of patients are sent the annual National GP Survey to complete from NHS central admin. We have no control over which patients receive the survey and all responses are anonymous.

Every summer the results of the National GP Survey are processed and we analyse the results against the previous year's results for our Practice as well as against this year's national averages. The results from this year's survey are shown in the infographic to the right →

There has been a downward trend across the board for all the national averages on these key questions. The figures for Staffa Health in 2022 are colour coded as green where we are above the national average, red for below the national average, and blue where we are the same as the national average.

Despite the overall downward trend on scores it is encouraging to see that we increased our scores for understanding mental health needs and for patients feeling that their needs were met during their consultation. It is also reassuring to see that those who responded said there is enough support from local support services for patients managing long-term conditions. This last category has scored significantly higher than the national average score.

We have reviewed our results and looked at where we can make improvements. We have made some significant improvements to telephone access and we hope patients now find it easier to get through on the telephone. We are also looking at ways to improve continuity with clinicians and we recommend to patients that they try and book with the same person as much as they can.

Full results can be seen [online](#). From here you can also compare results with other local practices.



Summer 2022 Results

344 Surveys sent out 107 Surveys sent back 31% Completion rate

	Question/statement	National Average (last years figure in brackets)	Staffa 2022	Staffa 2021	↑ or ↓
Reception					
📞	Find it easy to get through to this surgery by phone	53% (68%)	46%	78%	↓32%
👩‍⚕️	Find the receptionists at this surgery helpful	82% (89%)	86%	95%	↓9%
👩‍⚕️	Usually get to see or speak to their preferred GP	38% (43%)	19%	31%	↓12%
👩‍⚕️	Offered a choice of appointment when they last tried to make a general practice appointment	59% (69%)	75%	74%	↑1%
👍	Were satisfied with the appointment they were offered	72% (82%)	76%	89%	↓13%
👍	Would describe their experience of making an appointment as good	56% (71%)	63%	82%	↓19%
🕒	Satisfied with the general practice appointment times available	55% (67%)	61%	75%	↓14%
🕒	Took the appointment they were offered	96% (98%)	92%	97%	↓5%
Healthcare Professionals					
🕒	The last healthcare professional they saw or spoke to was good at giving them enough time	83% (89%)	81%	97%	↓16%
👂	The last healthcare professional they saw or spoke to was good at listening to them	85% (89%)	90%	97%	↓7%

	Question/statement	National Average	Staffa 2022	Staffa 2021	↑ or ↓
🕒	They were given a time for their last general practice appointment	90% (n/a)	87%	Question not asked	
🤝	Had confidence and trust in the last healthcare professional they spoke to	93% (96%)	92%	100%	↓8%
🗣️	Were involved as much as they wanted to be in decisions about their care and treatment	90% (93%)	94%	100%	↓6%
📋	The last healthcare professional they saw or spoke to was good at treating them with care and concern	83% (88%)	83%	96%	↓13%
👍	Felt the healthcare professional recognised or understood any mental health needs during their last appointment	81% (86%)	97%	94%	↑3%
🗣️	Felt their needs were met during their last general practice appointment	91% (94%)	95%	92%	↑3%
🤝	Said they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions	65% (74%)	90%	82%	↑8%
Overall					
👍	Would describe their overall experience of this surgery as good.	72% (83%)	80%	89%	↓9%



Support for cancer patients


Receiving a cancer diagnosis can be upsetting and cause a lot of anxiety and questions. We want our patients to know that we are here to help through what can be a challenging and confusing time and in recent years we have made improvements to the way we work to help support patients with this.

All patients who receive a cancer diagnosis will be contacted by letter initially advising about the support that is available from Staffa Health. This will be followed up by a telephone call from our Cancer Champion to offer the patient a Cancer Care Review with a GP of their choice. These appointments give the patient an opportunity to discuss any worries they might have.

Our Cancer Champion is Sharon Ingram who has been part of the admin team for nearly 7 years. Sharon went through diagnosis and treatment of breast cancer in 2018 and is keen to support others through their treatment and after.

We also have a support group that meet every 2 months, currently at Tibshelf Village Hall, where patients and their relatives are welcome to join us to share experiences and talk about how they may be feeling.

For more information please contact Sharon via the details on the poster opposite.



Do you have, or have you had a cancer diagnosis?

Have you been through the treatment process?

Do you need support or want to share experiences?

Can you give support because of your experiences?

Just the word 'cancer' can be scary and unless you have lived through a cancer journey you cannot imagine to know what it is like. Every patient's journey is individual, there is no right or wrong way to deal with it and sometimes, talking to someone who has been through similar experiences can help you to process your own feelings and emotions.

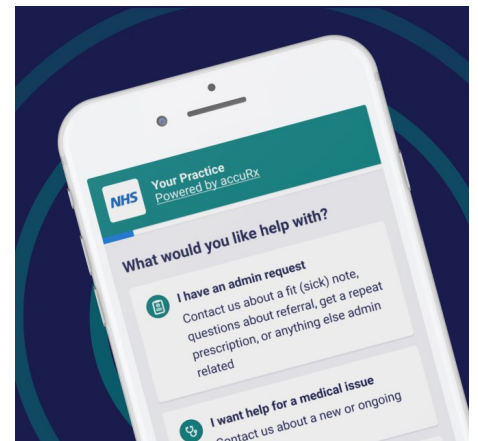
At Staffa Health we have started a support network for cancer patients. Whether you are currently going through treatment, have just been diagnosed or are a survivor of cancer, we would love to see you. The group will consist of people who have been through or are going through a cancer journey and the aim is to offer support in an informal, non-medical forum to share thoughts and experiences. We meet at Tibshelf Village Hall every 6-8 weeks.

For more information please call any of our sites and ask to speak to Sharon Ingram (available Tues, Weds & Thurs) or email ddicb.cancerchampion.staffahealth@nhs.net We look forward to hearing from you.

Send us a request online

Our online request system is working really well and allows us to deal with many more requests than would be possible under a traditional booked appointment system. It also offers an effective alternative to the busy telephone system and we would like all our patients to use this if they can. So 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 online by using our [Online Form](#).

By answering 3 or 4 simple questions the new system generates a request which will be reviewed within 1 working day. We will then take appropriate action according to the urgency, which may result in a telephone call, email or text message response from us. Please be assured you can still call us if you don't have online access or would prefer to speak to someone directly.



Find us on social media.....



@staffahealth



Staffa Health



www.staffahealth.co.uk

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P Gadsden, T Taylor, D Stinton, N Humes & A Jarvis

2022 Flu Clinic Dates

DATE	TIME	SURNAME	AGE GROUP	VENUE
Saturday 8 th October 2022 08:00 – 12:00	Pre-booked appointments. This clinic is not a drop-in clinic, patients must pre-book their vaccination. Text messages will be sent to book in, or please contact the surgery to arrange an appointment		Over 65s and at-risk patients	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
Tuesday 11 th October 2022 08:30 – 11:30	08:30 – 09:30	A - G	Over 65s and at-risk patients	Pilsley Village Hall, Pear Tree Road, Pilsley S45 8HU
	09:30 – 10:30	H - N		
	10:30 – 11:30	O - Z		
Thursday 13 th October 2022 08:30 – 12:30	08:30 – 09:30	S - Z	Over 65s and at-risk patients	St. Albans Centre, Heath Road, Holmewood S42 5RB
	09:30 – 10:30	K - R		
	10:30 – 11:30	E - J		
	11:30 – 12:30	A - D		
Wednesday 19 th October 2022 08:30 – 11:30	08:30 – 09:30	A - G	Over 65s and at-risk patients	Sports Pavilion, Behind the surgery, Birkinstyle Lane, Stonebroom DE55 6PS
	09:30 – 10:30	H - N		
	10:30 – 11:30	O - Z		
Thursday 27 th October 2022 14:30 – 18:30	Pre-booked appointments. This clinic is not a drop-in clinic, patients must pre-book their vaccination. Text messages will be sent to book in, or please contact the surgery to arrange an appointment		Over 65s and at-risk patients	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
Saturday 29 th October 2022 08:00 – 12:00	08:00 – 09:00	A - D	Over 50s and over 18 at risk patients	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
	09:00 – 10:00	E - J		
	10:00 – 11:00	K - R		
	11:00 – 12:00	S - Z		
Saturday 12 th November 2022 08:00 – 12:00	08:00 – 09:00	A - D	Over 50s and over 18 at risk patients	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
	09:00 – 10:00	E - J		
	10:00 – 11:00	K - R		
	11:00 – 12:00	S - Z		
Saturday 19 th November 2022 08:00 – 12:00	08:00 – 09:00	A - D	Over 50s and over 18 at risk patients	Staffa Health Surgery, Tibshelf, Alfreton, DE55 5PS
	09:00 – 10:00	E - J		
	10:00 – 11:00	K - R		
	11:00 – 12:00	S - Z		