

SETT VALLEY MEDICAL CENTRE

Hyde Bank Road New Mills High Peak

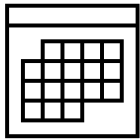
SK22 4BP

Tel: 01663 743483

Sett Valley Medical Centre Patient Newsletter August 2023

Welcome to the Summer edition of the Sett Valley Medical Centre Newsletter.

Bank holiday

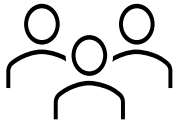


The Practice will be closed on Monday 28th August for the bank holiday.

If you require medical attention whilst the Practice is closed, please call 111, or 999 in an emergency.

For patients with repeat prescriptions please ensure that you have enough medication for the bank holiday weekend and submit your request with enough time to be processed.

Practice Staff Update



In July we welcomed some new members of staff to our team including

- Fiona - Advanced Nurse Practitioner
- Cheryl - Healthcare Assistant
- Fiona - receptionist

We are looking for another Practice Nurse and Advanced Clinical Practitioner to join our team as well as another receptionist to allow for our Hayfield site to be opened more.

Flu and Covid Vaccinations



We will be starting our flu campaign on Saturday 16th September, with additional dates to be confirmed. Eligible patients will be contacted to book directly into an appointment.

We are still waiting for confirmation about the Covid vaccine campaign and will update patients as soon as more information is available.

This year the eligible cohort has been updated so that patients aged 50-64 who do not have a specific health condition will not be eligible for the flu or Covid vaccine.

Shingles vaccines

The Shingles vaccine programme is being extended from September so that more patients will be eligible. We will contact patients individually to invite them to book.

Mental Health Support

If you are experiencing mental health issues such as distress, anxiety, or feeling that you cannot cope the Derbyshire Mental Health Helpline and Support Service is a freephone service available to everyone living in Derbyshire 24 hours a day, 7 days a week.

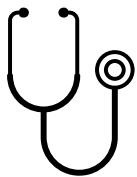
Call **0800 028 0077** if you need support.

You can still contact the Practice to arrange an appointment with a GP to discuss any mental health concerns you have.

Prescription queries

If you have submitted a prescription request and want to check if it is ready to collect, please contact your nominated pharmacy as they will be able to provide a more accurate update on this due to the additional time they required after receiving the prescription from ourselves to get it ready for collection.

Non-attenders



In July 94 appointments were wasted as patients failed to attend their appointment. This is 2.3% of the total number of appointments for the month. If you are unable to keep your appointment, please contact the Practice to cancel, giving as much notice as possible so that the slot can be offered to another patient.

Are you a carer?



A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently, or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse.

If you are a carer for anyone, please let the Practice know by either completing the form on our website or informing a member of the team. We will then add a note to your records and will be able to provide you with details of local and national support agencies as well as inviting you for a flu vaccine in the Autumn.

Are you waiting for a hospital appointment?

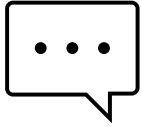
If you have been referred to see a specialist at a hospital, please be aware that for many appointments there are long waiting times due to the ongoing pressures facing the NHS.

When the Practice sends a referral you will receive confirmation of this from our secretaries, however we do not hold details of when your appointment may be.

If you want to check how long the expected waiting times may be you can find this information on the My Planned Care website, www.myplannedcare.nhs.uk

You can also contact the appointments line at the hospital where you have been referred to enquire about when you may get an appointment.

Patient Participation Group



Do you have ideas on how you could support Sett Valley Medical Centre to develop the services we offer to our patients and promote health in the local community? If yes and you feel you could be a critical friend of Sett Valley Medical Centre, then why not join our Patient Participation Group (PPG). More information on the role of PPGs is on the National Association for Patient Participation website <https://napp.org.uk/> If you are interested in becoming a member or would like more information, please register your details through our website or speak to a member of the reception team.

Contact details



Are your contact details up to date on our system? If not please complete the form on our website so that we can keep in touch with you.

The Practice is increasingly using text messages to contact patients in a bid to make communication quicker and more environmentally friendly. If you change your mobile number, please let us know. If you would prefer not to receive text messages from the Practice, please inform a member of the team so that we can opt you out of this service.