



## SETT VALLEY MEDICAL CENTRE

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### Sett Valley Medical Centre Patient Newsletter April 2024



Welcome to the Spring edition of the Sett Valley Medical Centre Newsletter

In this edition

- Patient survey feedback
- Website upgrade
- Digital workshops
- Measles
- Spring Covid vaccinations
- Carers
- Pressures of General Practice

#### Patient Survey Results

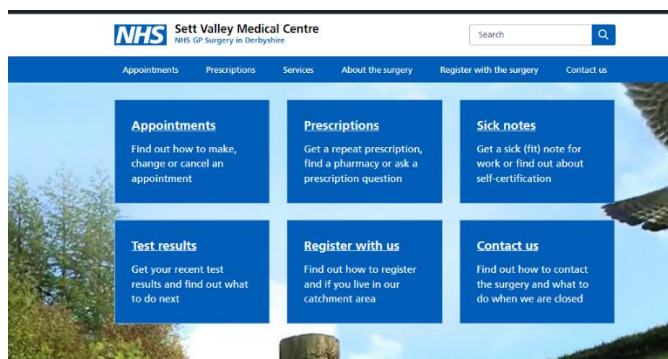
Thank you to everyone who completed our recent patient survey. We received 1128 responses. Overall the results showed that the majority of patients are happy with our service, with over 90% rating the practice as good.

Feedback from patients is really important for us to be able to improve services to best meet the needs of our patients.

The report is available to view on our website and in the waiting room at the Practice.

#### Website upgrade

Our website has been upgraded to meet the NHS Standards for GP practices. The content has also been updated helped by feedback from our Patient Participation Group. This should make it easier to navigate around the website and find the information in fewer clicks. We are also able to make more changes to the upgraded website than we have previously.



If anyone has any feedback that they would like to provide on how we can further improve our website we would welcome this.

## Digital Workshops



We are pleased to announce that we have teamed up with The Bureau, the volunteers centre in Glossop to provide Digital Workshops at the practice for our patients. These workshops are to support patients to access NHS Digital services and Apps such as the NHS App which allows patients to order and track their prescription requests, see results online and other services. The NHS App is the quickest way for patients to order prescriptions and check when it has been sent to their chemist of choice. If you would like to access one of these workshops please contact the practice to request a referral.

## Measles

Measles is one of the most contagious diseases known and cases are currently rising across the country.

Measles is a serious illness, with one in five children who get the disease having to be admitted to hospital for treatment. Measles is not just a childhood disease and can be serious at any age. If caught during pregnancy it can be very serious causing stillbirth, miscarriage and low birth weight



The best way to protect you and your family against measles is to have 2 doses of the MMR vaccine and this gives life-long protection. The first dose is given around a child's first birthday and the second dose given at around three years and four months. However, anyone can catch up at any age on any missed doses and it's never too late to protect yourself. If you think you have missed one or both doses please contact the practice to arrange an appointment with one of our practice nurses. If you have previously had the measles infection you may also have immunity.

## Spring Covid Vaccinations



From 22<sup>nd</sup> April patients over 75 years old, and those with an immunosuppressed condition from 6 months old, will be eligible for a Spring Covid vaccine. Clinics will be set up at the Practice when supplies of vaccines are available and we will be contacting eligible patients inviting them to book.

## Carers

We are looking for carers to join our focus group to provide feedback on how we can support those who provide unpaid care for someone. If you are a carer and would be interested in attending 3 short meetings, no longer than 1 ½ hours over the next few months please contact the practice with details of when you would be available.



## 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.

## Pressures of General Practice

GP Practices are under huge pressure and has been in crisis for many years due to neglect from successive governments

Did you know?

- GP Practices only account for 5% of the NHS staff
- GP Practices receive 7-8% of the overall NHS budget
- GP Practices see 90% of all NHS contacts
- The value of the GP contract has eroded by £620million compared to 5 years ago
- At Sett Valley Medical Centre we have provided 50,000 appointments in the last year by GPs, nurses, HCAs and pharmacists
- GP Practices are not fully funded to pass on NHS pay rises that are communicated via the media

We want our patients to know that we are on your side.

We want to be there for you and your family whenever you need us. But this is getting harder and harder.