



SETT VALLEY MEDICAL CENTRE

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SUMMER

Sett Valley Medical Centre Patient Newsletter Summer 2024

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

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Health and Wellbeing Event



Would you like a quick and easy way to order your repeat prescription?

Would you like to be able to access your test results quickly and efficiently?

Would you like to be able to access your child's medical records easily online?

Do you need additional support to make the most of your online access?

Would you like further information on health, wellbeing and fitness support in the local area?



If so please join us at our Health and Wellbeing event

Where: New Mills Leisure Centre Sports Hall

When: 16th August 2024

Time: 10am-12pm

Bank holiday

The Practice will be closed on Monday 26th 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 prescription please ensure that you have enough medication for the bank holiday weekend and submit your request with enough time to be processed.



Changes to annual review invites

The Practice is making changes to the way we invite patients for annual reviews for long term conditions. You will now be invited around your birthday month and where possible the nurse will review all your chronic diseases at one appointment. Some patients may need to attend for a blood test before your review appointment as well.



As we work towards changing our recall system to birthday months some patients may be invited in earlier than they have previously been and seen twice within a year. Other patients may have to wait longer than 12 months since their last appointment and in all cases a GP or nurse will have reviewed your records to check that they feel it is safe for you to wait.

If you have concerns that your condition has worsened and you are not due a review please contact the practice to speak to a clinician.

Phone System upgrade

In May the Practice upgraded our phone system to enable better access for patients. The new system shows our reception team how many calls are waiting in the queue in real time so that they can better manage answering calls.



The system also gives patients the option to request a call back if you are in a long queue so that you don't have to wait on hold.

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

In July our team answered 4571 calls and the average time patients spend queuing was just 3 minutes.

GPs are on your side

The Partners at Sett Valley Medical Centre agree with the outcome of the BMA ballot and strongly support the need for change to ensure safe General Practice. However, we will always ensure that our patients are cared for in a safe manner and will continue to provide patient centred care.

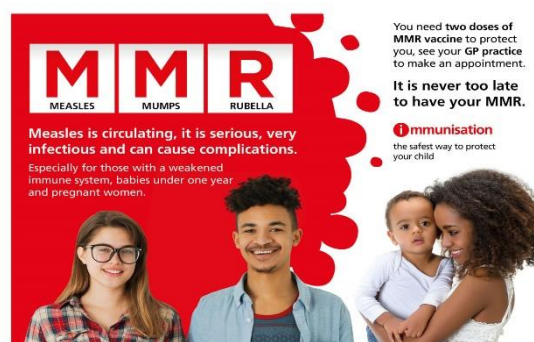
A blue poster with white and yellow text. At the top right is the BMA logo. The text reads: 'Did you know? In last the last 5 years GP practices have lost funding worth over £660 million. We're not allowed to use the poor funding we have to recruit more GPs or more practice nurses.' Below this is an illustration of a female doctor in a white coat and stethoscope sitting and talking to an elderly female patient. To the right of the illustration is the text: 'This is why you struggle to see your GP'. At the bottom of the poster is the text: 'General Practice is being broken. We know you deserve better than this. GPs Are On Your Side.'

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.



Flu and Covid Vaccinations



The flu vaccine will be available for eligible patients from 3rd October and the Practice will be arranging clinics from early October which patients will soon be invited to book into.

For patients who are eligible for a Covid vaccine as well we hope to offer this at the same time if stock is available.

Patients eligible for a flu vaccine are those aged 65 years and over as well as anyone with certain long term conditions as well as carers and frontline healthcare staff.

RSV Vaccine

Respiratory Syncytial Virus (RSV) is a common cause of coughs and colds which usually gets better by itself, but it can be serious for some babies and older adults.

From September 2024 a vaccine to help protect against RSV will be available if you are aged 75 to 79 years or if you are 28 weeks pregnant or more. We will be contacting eligible patients inviting them to book once vaccines are 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.

Missed Appointments

In June, 95 patients missed their appointments. If you are unable to attend please let us know in advance.



National GP Patient Survey

Thank you to all our patients who provided feedback as part of the National GP Patient Survey. We are pleased that the results show the Practice is performing well and take pride in making a difference to our patients and will continue to work with our local community to improve the services we deliver.

Research

To help inform public health decisions and track which types of infections are circulating, the Practice participates in several research projects. We want to thank all the patients who have taken part in any of these studies.



What research is being done?

- You may be asked when you attend for a blood test whether you would be happy to donate a sample for research to look at Covid immunity levels
- If you have a respiratory illness you may be asked if you would do a swab to test for several types of respiratory viruses, including flu, covid and RSV amongst others.
- If you have digestive issues you may be asked if you would do a stool sample to test for up to 20 different types of infection that could be causing your illness.

If you would like to participate in any of these research projects please speak to a member of the clinical team at your appointment.