



SETT VALLEY MEDICAL CENTRE

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Sett Valley Medical Centre Patient Newsletter Winter 2024

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

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Christmas and New Year Opening

The Practice will be closed on

- Wednesday 25th December 2024
- Thursday 26th December 2024
- Wednesday 1st January 2025



The Practice will also be closing early, at 4pm on Tuesday 24th December and Tuesday 31st December.

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.

NHS App

Did you know that the quickest way to order and track your repeat prescriptions is through the NHS App?

If you are unsure how to use the App there is information available at <https://digital.nhs.uk/services/nhs-app/toolkit/step-by-step-guides> or please speak to a member of our team.



Mental Health Support



Whilst Christmas is a time for celebration for most, for some it can be difficult time, especially if you have lost a loved one. If you are experience 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 or NHS 111 and select option 2 for a dedicated mental health support line.

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

Warm Spaces

With winter approaching and, as the cost-of-living crisis and energy price hikes continue, a number of charities, community groups and small businesses have committed to opening up their premises as 'Welcoming Spaces' where residents can go to keep warm. In New Mills these are:

Rock Mill Centre - Thursday to Sunday 10am-4pm

Providence URC – Wednesday 2pm-4pm



Food Bank Collection

Our Patient Participation Group are working with the Practice to organise a collection for the local food bank throughout December. This time of year can be difficult and some may struggle to afford food for themselves and their families over the festive period. If you are able to donate anything as part of this collection it would be much appreciated.



One problem per appointment



When booking an appointment, our reception team will ask you the nature of the problem so as to best signpost you to the most appropriate member of our team. If you have more than 1 problem, please let the receptionist know as we may need to book you a longer appointment, or multiple appointments as our clinical team can only guarantee being able to deal with one problem per appointment.

Website



The Practice website has been updated to include more details of local and national support groups and services. This now includes details of Autism support for adults and children. In the New Year a new Adult Autism support group is due to start local, which Dr Jafri has helped to set up. Full details will be available on our website when the final details are confirmed.

Protect the NHS

As GPs, there is nothing more important to us than our patients. We want to be there for you when you need us. Nationally there are 6 million more patients on the books but with 2000 fewer GPs compared to 2015. GPs are working together calling for the new Government to fix the crisis in general practice. Our message is louder and stronger when we speak together, so what can you do?

**PROTECT THE NHS.
REBUILD GENERAL
PRACTICE.**

WRITE TO YOUR MP



Scan the QR code for a pre-drafted template - all you need to do is enter your name and hit send!

Together, we can Rebuild General Practice.

REBUILD GENERAL PRACTICE

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

Thank you to all the patients who attend for their booked appointments. Unfortunately in November, 95 patients missed their appointments or cancelled at late notice so the appointment could not be offered to another patient.

If you are unable to attend, please let us know in advance.



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.



All the staff at Sett Valley Medical Centre would like to wish everyone a Merry Christmas and wish you all the best for the New Year.