

Patient Participation Group

Your PPG needs you!

The Patient Participation Group is always looking for new members. We are particularly looking to recruit younger members and parents of young children, so that the PPG can fully represent the patient population.

We meet every quarter (Jan, Apr, Jul & Oct) on the last Wednesday of the month from 6.30- 8.00 pm at the Duffield Surgery. Any further involvement is up to each individual, so the task is not particularly onerous!

If you think you would like to play a part in this group that provides a vital link between the Practice and the patients, please pick up a leaflet at the surgery; see the PPG section under Patients on the website; or simply come along to the next meeting. You will be very welcome!



George Newton-PPG Chair

Appletree Staff Changes



ARRIVALS

Katy Heath - Secretary
Joanne Griffith - Receptionist
Sr Millie Dolman - Practice Nurse
Dr Maryam Animashaun - GP Registrar



DEPARTURES

Dr Kamana Sharma



GP PATIENT SURVEY

Big thanks to our patients for their feedback on the National GP Patient Survey! Check out some of the positive results at:

www.gp-patient.co.uk

We're thrilled to be in Derbyshire's top 16!

We're taking note of areas where we can improve and making them our focus this year. Let's keep striving for excellence together! #PatientFirst #ImprovingEveryDay



YOUR HEALTH MATTERS SPRING 2024

A JOINT PUBLICATION FROM APPLTREE MEDICAL PRACTICE/APPLTREE PPG

Introducing Our New Telephone System

We are thrilled to announce that we plan to implement our latest innovation in patient care during **2024** – a brand new telephone system designed to improve the way you connect with us. Our primary goal has always been to ensure that every patient receives the attention and care they deserve in a timely manner. With this new system in place, we're taking a significant step forward in achieving that goal.

Hold Your Place in the Queue

We understand that your time is precious, and waiting on hold can be inconvenient. That's why we're introducing a new feature – the ability for patients to hold their place in the queue. Upon calling, you'll be given the option to hold your spot rather than waiting on the line. Simply provide your details, and our system will keep track of your position. You can then carry on with your day, knowing that you'll be called back as soon as you reach the front of the queue.



Say Goodbye to Engaged Tones

Gone are the days of frustration when met with an engaged tone. Our new telephone system boasts unlimited lines, meaning you'll never again experience the inconvenience of being unable to get through to us. Whether you're calling to schedule an appointment, inquire about your treatment plan, or simply seek advice, rest assured that our lines are always open and ready to assist you.

Continued Commitment to Excellence

At Appletree we're committed to providing the highest quality of care to our patients. The introduction of this new telephone system is just one example of how we're constantly seeking ways to enhance your experience with us. Your feedback is invaluable to us, so please don't hesitate to let us know how we can further improve our services.



New Pharmacy First Scheme

If you have symptoms that suggest you may have one of these conditions, you can now call or walk into a pharmacy and arrange a consultation with the pharmacist. Under the new service pharmacists can provide advice and, if clinically necessary, will offer an NHS medicine to treat it (NHS prescription charges will apply if you normally pay for medicines supplied on prescription). Should the pharmacy team be unable to help, you may be directed to your GP surgery, an urgent treatment centre, NHS 111, or A&E, as appropriate.

By thinking 'Pharmacy First', people will find it easier and quicker to get the help they need and bypass the 8am rush to book an appointment with their GP. The new service is part of a wider expansion of healthcare services that will empower pharmacists to use more of their skills and give people more choice about their healthcare. It is also hoped that the service will be expanded to include more conditions in the future.

Speak to your pharmacist if you suspect you have:

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Covid-19 Spring Booster 2024

Top up your immunity this Spring



Spring Covid-19 Booster Vaccines coming soon...

We will be offering the Spring Covid Booster to our eligible patients who are:

- Adults aged 75 years and over.
- Residents in care homes
- Individuals aged 6 months and over who are immunosuppressed.

Invitations will be sent in the coming weeks inviting patients to book.

Once the Spring Booster is complete, we will again be offering Flu and Covid vaccinations at the surgery in the autumn.

New Self-referral portal

↓ Alcohol and Drugs	↓ Lifestyle
↓ Audiology	↓ Mental Health
↓ Bereavement Support	↓ Musculoskeletal
↓ Counselling and Complementary Therapy	↓ Pain
↓ Contingence	↓ Pharmacy First
↓ Community Equipment	↓ Podiatry
↓ Dementia	↓ Respiratory and Pulmonary
↓ Dermatology	↓ Speech and Language
↓ Diabetes	↓ Sexual Health Information
↓ Eating Disorders	↓ Wider Determinants of Health

www.joinedupcarederbyshire.co.uk/self-referral/

The Friends and Family Test

"We need your feedback"



In September 2023, we introduced a quick satisfaction survey via text message following appointments, known as the 'Friends and Family' survey. We have been delighted with the increased feedback received, with a consistently high positive rating of 95% for the services offered at the surgery. Any negative responses are reviewed and these helps raise awareness of some of the issues that patients can experience and enables us to review our processes.

Joined Up Care
Derbyshire

Did you know that you don't always need to see a GP or consultant to access some referral services?

Self-referral is an option that can make it easier and faster for you to get help, rather than seeing your doctor.

Do more with the NHS App!



- 🔗 Order repeat prescriptions
 - 📞 Use NHS 111 online
 - 📍 Find NHS services
 - 👁️ View your GP health record
 - 📅 Book appointments
 - 📧 Get reminders and messages
- And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp



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