

Patient Newsletter December 2024 / January 2025

Welcome back to the Riversdale Surgery patient newsletter. Here we will keep you updated about the latest practice updates, community events, initiatives and important health information.

Staying Healthy this winter

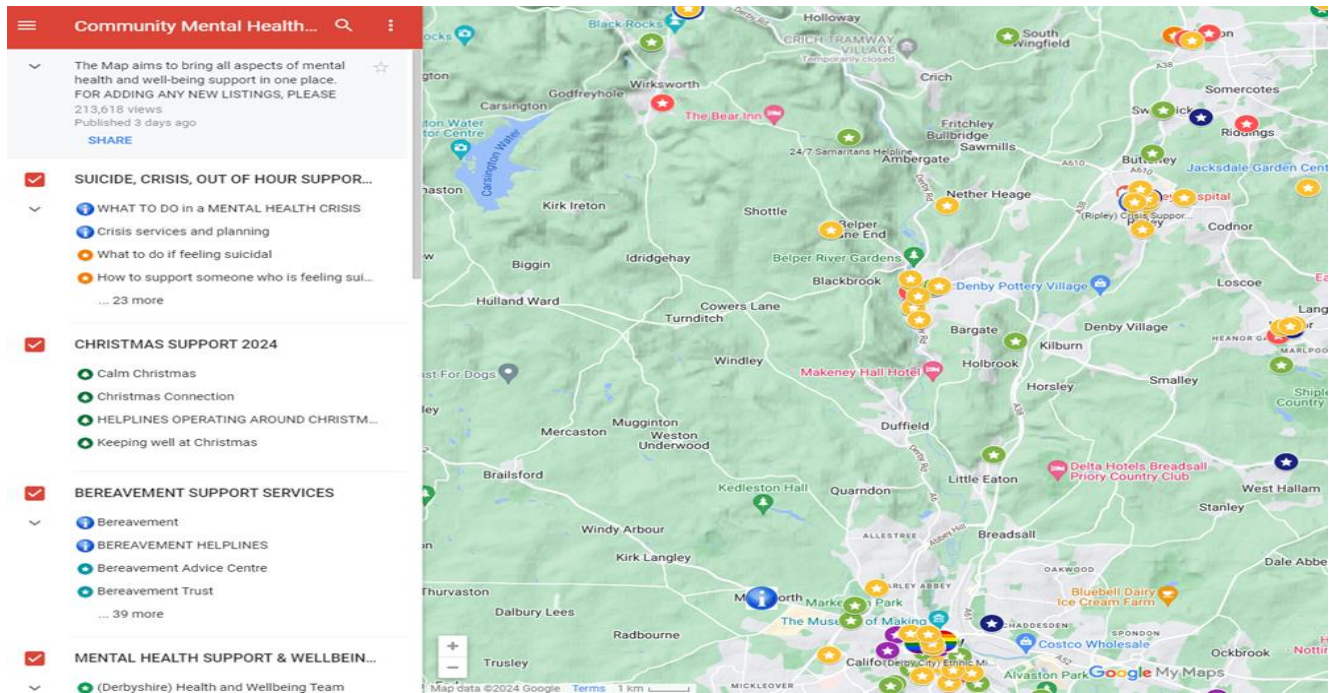
As the colder months set in, it's important to take extra care of your health. Here are some tips to stay well this season:

- **Flu/Covid vaccinations:** If you are eligible and haven't yet received your flu and covid vaccination, please get in touch
- **Stay Active:** Regular exercise boosts your immunity and energy levels, even during winter
- **Keep warm:** Your home should be heating to at least 18C in the rooms you use regularly.
- **Wash your hands:** Practicing good hand hygiene can also reduce the spread of viruses and prevent you and your loved ones from becoming unwell. Wash your hands with soap and water for at least 20 seconds
- **Mental Wellbeing:** Don't forget to check in with yourself or loved ones. Shorter days can impact mood so take time for activities that make you happy.

Spotlight on mental Health

As the winter months approach, mental health can become a more significant challenge for many.

To support mental well-being, the Derbyshire Community Mental Health Support Map has been updated with the latest information on local mental health services.



This valuable resource, created by the Derbyshire Recovery and Peer Support Service, provides a comprehensive guide to mental health support across Derby and Derbyshire. You can access the map [here](#)

Pharmacy First

Did you know that you can visit a pharmacist for advice and treatment on a range of minor illnesses, these include sore throat, sinusitis, earache, UTI, impetigo, shingles and infected insect bites. The pharmacist can offer you an appointment in a private consultation room and provide treatment which can include supplying antibiotics if necessary.

This winter just think pharmacy first

Your pharmacist can provide some prescription medicine without needing to see a GP. If you're suffering from these seven common conditions, just think pharmacy first.

NHS

- UTI (women 16-64)
- Sore throat
- Sinusitis
- Earache (17 and under)
- Impetigo
- Shingles
- Infected insect bite

Private consultation rooms available

Riversdale Christmas Opening Hours

24th December: 8am – 4pm

25th & 26th December: CLOSED

27th & 30th December: Open as usual

31st December: 8am – 4pm

1st January: CLOSED

2nd January onwards: Open as usual

NHS 111 can help if you have an urgent medical problem when your GP practice is closed. Dial 111 on any phone for advice or visit the NHS 111 website – 111.nhs.uk

Remember to call 999 at any time in a medical emergency. This is when someone is seriously ill, or injured, and their life is at risk.

Belper Pharmacy Opening Hours

Christmas Day	Jhoots Pharmacy, 53 Bridge Street	10.00 am – 12.00 pm
Boxing Day	Peak Pharmacy, 57 King Street	10.00 am – 12.00 pm
New Years Day	Peak Pharmacy 57 King Street	10.00 am – 12.00 pm

XX Did Not Attend Appointments XX

One of most common concerns from our patients is the waiting time to be offered a routine appointment. Last month **237** appointments were missed. That is **3537** minutes or 59 hours of clinicians time wasted,

When appointments are missed, it not only affects the individual patients but also limits our ability to offer those slots to others in need of care. You can help by cancelling any appointments you can no longer attend by phoning the surgery and either speaking to a member of our team or leaving a message on our cancellation answer machine service by selecting option 5.

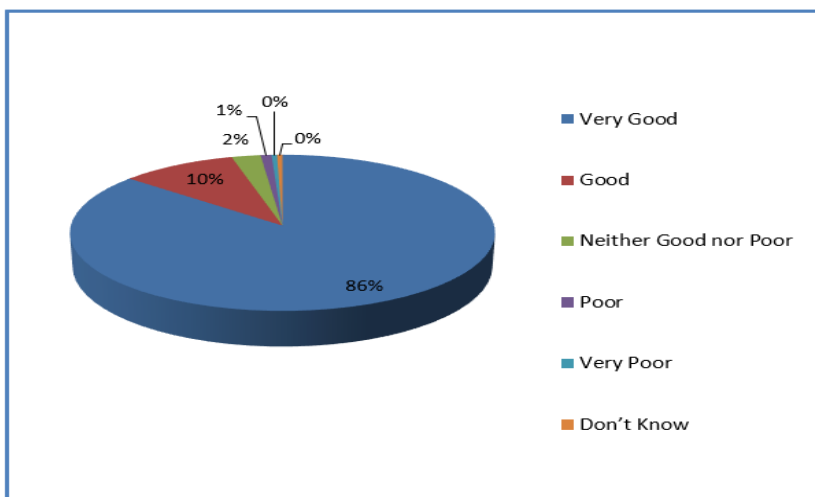
Riversdale £5 food bank challenge

A huge thank you to all our patients and staff that contributed to the our £5 food bank challenge that all went to Hope for Belper Good Hub. We were overwhelmed with the response.



Friends and Family Test Results

Thank you to all our patients, who participated in the Friends and Family survey. In November we received 663 responses, with 635 (96%) reporting a positive experience.



Friends and Family
Results

November 2024

663 responses

Join our patient participation group



We believe in working together with our patients to improve our services. Our Patient Participation Group (PPG) is a vital part of this effort, providing a platform for patients to share their insights and feedback. The PPG is a group of patients who meet regularly to discuss and influence the way services are provided at Riversdale Surgery. Members have the opportunity to suggest improvements, share experiences and help to shape the future of our practice.

Request to join by emailing: ddicb.ppgriversdale@nhs.net

As we wrap up this month's newsletter, we want to extend our thanks to all of our patients for your continued support and trust in Riversdale Surgery and to wish you all a very happy Christmas and New Year.

The Riversdale Surgery Team

