

ACTIVITY SUMMARY - January – June 2025



We are members of the Breastfeeding Welcome Here Award Scheme.

Proudly supporting breastfeeding in our community.

www.derbyshire.gov.uk/breastfeedingwelcome



Belper
Primary Care Network
APPLETREE • ARTHUR • RIVERSDALE • WHITEMOOR

Armed Forces Veteran friendly accredited GP practice

SAFE SURGERIES

Join your Patient Participation Group

PPGs represent patients and provide feedback on GP practices, helping to drive change



Find out what's happening in your surgery and help improve your GP Surgery. Come along to one of our Patient Participation Group (PPG) meetings, which are held on the last Wednesday of January, April, July and October.



YOUR HEALTH MATTERS AUTUMN 2025

A JOINT PUBLICATION FROM APPLETREE MEDICAL PRACTICE/APPLETREE PPG

1. SEND A REQUEST

Patient completes online form which can be found on our website



2. REQUEST TYPES

- Admin queries
- Medical Request
- Online Advice
- Fit Notes



3. CALL US

We understand that technology can be difficult sometimes, so please feel free to call us and our reception team will help by completing the form for you.



4. PROCESSING

We will aim to process your request the same day, but if you need urgent medical assistance, please call the surgery instead.



5. APPOINTMENTS

If you require an appointment, you will be contacted or sent a booking link to book your appointment.



6. SIGNPOSTING

Your request may be more appropriately dealt with by another service, so you may be NHS advice or signposted elsewhere.



7. PRESCRIPTION / ADMIN

It may be that your issue can be dealt with by issuing a prescription or offer you advice by text message or a quick phone call.



CHANGES TO OUR APPOINTMENT SYSTEM – Coming April 2026

We know it has become increasingly difficult to get an appointment, and we want to be transparent about how we're addressing this.

The demand for appointments is now higher than ever. Over the past few years, we've increased the number of appointments available, but unfortunately, this still isn't enough to meet the growing demand.

With no additional funding to expand our staffing levels, we've been reviewing how appointments are being used and what other surgeries are doing to manage similar challenges. Our findings show that often appointment requests can be safely managed without a face-to-face consultation or even without needing to see a GP.

What's Changing

From April 2026, we are planning to move to a **total triage system**.

This means that **appointment requests and queries will be assessed by a GP first**, so that patients are directed to the most appropriate care.

Patients will be asked to **complete an online form** describing their query or health concern. A GP will review this information and decide the best next step whether that's:

- a face-to-face appointment
- a telephone or online consultation
- advice or signposting to another service or clinician

CHANGES TO THE APPOINTMENT SYSTEM - Continued

For patients who are **unable to use the online form**, please don't worry - you can **call the surgery**, and our reception team will complete the form with you over the phone.

Why are we doing this

This new system is designed to be **fairer, safer, and more efficient**.

It ensures that every request is assessed based on **clinical need**, not on who manages to call first or find an appointment slot. This way, we can make sure the right patients are seen at the right time, by the right person.

We'll share more details and guidance over the coming months to help everyone prepare for the change. Thank you for your understanding as we continue to improve how we deliver care to our patients.

WHY?

In the new year we are planning to hold a Patient Engagement evening allowing patients an opportunity to submit questions and to fully understand our plan. Keep an eye out for further information and updates on our website



Queen's Nurse

Our lovely Amy Armiger, Advanced Clinical Practitioner specialising in women's health, has been honoured with the Queen's Award in recognition of her outstanding contribution to primary care.



Amy has led the development of local menopause clinics and created the **Women's Health Champion Programme**, empowering women in local communities to better understand and manage their health. She is also recognised for improving access to **menopause care for women** with learning disabilities and promoting inclusive, patient-centred services.

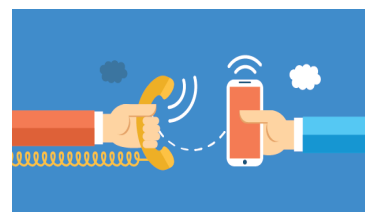
Her award celebrates dedication, innovation, and a continued commitment to improving women's health and wellbeing.

YOU SAID, WE DID - OVER THE LAST 12 MONTHS

Car Park Improvements We heard your concerns about the car park. In January 2025, we installed a number plate recognition camera platform. This has already led to a positive reduction in unauthorised parking, making it easier for patients to find a space when visiting the practice.



Telephone System Upgrade



Many of you told us about long waits and difficulty getting through on the phone. In February 2025, we upgraded our phone system to include a call-back function. This means you can now request a call back rather than waiting on hold, making it easier to get the help you need.

Continuity of Care Continuity matters. From August 2025, our GPs have allocated appointment slots specifically for patients who would benefit from seeing the same clinician. This helps us provide more consistent and personalised care. Please ask the receptionist if you feel that continuity in your care would help and they will book you in to see your preferred GP.

Website Refresh Our website was previously clunky and outdated. In October 2024, we launched a brand-new, user-friendly website to make it easier for you to find information and access our services online.



Patient Guidance and Support

When to Contact the Practice We know it can be confusing to know when to ring the practice. That's why we worked with the Patient Participation Group (PPG) to create a handy guide for accessing our services. Pick up your copy at reception or find it on our website.

Meet our Team - Not sure who to see? Our 'Meet our Team' leaflet helps you choose the most appropriate clinician for your needs, ensuring you get the right care, first time. Alternatively, read our **Appointments & Services** leaflet, which describes the type of condition and which clinician to see.

