



## Chilwell Valley and Meadows Practice Newsletter

Welcome to the latest issue of Chilwell Valley and Meadows Practice newsletter. We produce an issue three times a year to keep you up to date on the latest news from the surgery.

Please visit our website: [www.chilwellvalleyandmeadowspractice.co.uk](http://www.chilwellvalleyandmeadowspractice.co.uk)

On it you will find all sorts of up to date useful information about the surgery, other services and self-help. Please go and have a look!

***The surgery remains open during normal surgery hours to look after all patients. In order to protect all patients including vulnerable ones we need to prioritise Infection control and this will remain a priority over the coming months and throughout winter.***

### Staff leaving and joining

**Dr Fiona McCracken** who has been with us for 7 years will be retiring in early November. We are very sad to see her go, but wish her a wonderful retirement, though we may still get to see her as a locum doctor occasionally at the Practice.

Joining the practice we would like to welcome and introduce **Jo Wood** who will be our new **Advanced Nurse Practitioner**, based at Chilwell Meadows Surgery and **Lucy Morton** our new **Practice Nurse** based at Valley Surgery. **Jo's** journey through nursing has been varied, starting as an RGN Nurse, training in London and qualified in 1995. Since qualifying **Jo's** interests have been in emergency/urgent care. She worked in Accident and Emergency for 8 years after qualifying before deciding to do a Bsc Hons degree in Emergency Practice in 2004. After completing this she worked as an ECP (Emergency Care Practitioner) for the Derby Out of Hours Service. **Her role consists of working alongside the doctors, dealing with urgent telephone triage/consultations to assess the needs of patients.** As part of this role she is **able to prescribe medicines** if they are needed.

**Lucy** has been a **qualified nurse** for 11 years after completing her degree at Nottingham University. She began her career in theatre recovery and moved to community nursing after two years. Here she spent another two years before moving into a specialist nursing role working Derby Hospitals with the infection control team. She spent 5 years with this team undertaking a Masters module in infection prevention and Disease control from Sheffield Hallam University. After having children she moved to a new role as Sister of Emergency Care where she has spent the last two years during which she has developed guidelines for the use of non-invasive ventilation and antibiotic guardianship. She now hopes to use all of her knowledge and skills in this role.

### Appointments & Consultations

**Most of our appointments are now 'on the day'** i.e. you are seen the same day you ring to book the appointment. This is because due to the pandemic if any staff fall ill or have to self-isolate clinics can be more quickly and easily changed or cancelled. We have successfully arranged for clinical and administrative staff to work from home in these circumstances allowing where possible a minimum of disruption to the service that we provide.

We will continue to talk to any patients **initially on the phone** to avoid unnecessary journeys to the surgery and contact with other people. Patients can upload photos of skin lesions and carry out video consultations if appropriate. **We can see patients in the surgery if needed** and carry out **home visits**. Seeing patients takes longer because of the need to wear personal protective equipment (PPE) and cleaning the rooms before and after patients have been in them.

Please remember that if you have booked a doctor's appointment to have your phone switched on and be available to answer the call which may be from a Blocked Number.

### What we've done between March and October:

3180	face to face Doctor and Nurse appointments
7047	telephone appointments
3894	prescriptions issued
1645	referrals made to hospital
475	home visits
500	new patients registered

### Building upgrades

We are spending £15000 on upgrading the buildings this year to improve infection control and changes to Valley Surgery waiting room, a new intercom and ability to lock the door at both surgeries with a view to keep the inside of our buildings as clean as possible for patients who are vulnerable and need to see us face to face, so we will still be asking you to wait outside, weather permitting until your appointment time or we bring you in.

### Has a doctor made a referral for you to see a consultant at hospital?

If so and you have not heard anything from the hospital, in the first instance please contact the consultant's secretaries or Central Appointments (the switchboard can direct you to the appropriate number). Queen's Hospital can be reached on 0115 9249924 and City Hospital on 0115 9691169.

### Smear tests

It is very important that **if you receive an invitation for your smear test that you attend** the surgery for this appointment. We continue to provide this service.

### Medical students—the workforce of the future!

We are a teaching practice which means we will regularly have medical students in with us throughout the year. **You will be told if this is the case.** They see patients face to face and also do some telephone assessments so if you are asked if you would be happy to see/talk to a medical student, please consider it as this is the very best way they can learn the skills they will need as future doctors themselves. Some of our students are in their final year so they will be doctors as soon as next August. Thank you.

### Vaccinations and Immunisations

Please bring your children for all **childhood immunisations. Measles and whooping cough are four times more infectious than Covid 19 and much, much more serious in children.**

**Flu vaccination** for those who are eligible (**children aged 2 & 3** and all patients with certain **underlying health conditions or over the age of 65**) and **pneumococcal immunisations** (for those with certain **underlying health conditions or over the age of 65**) will be more important this year than ever before. We need to increase herd immunity for flu in the area to stop this circulation as well as Covid 19 during the winter months. Please call us to book an appointment at one of our dedicated clinics for adults and children.

### Patient participation Group

The practice had a recent online meeting with the chair and vice chair of the patient participation group (PPG) to discuss the way forward for the group as due to the outbreak we are still not able to meet in person. We are planning to hold more virtual meetings starting with one on Monday 16<sup>th</sup> November and an invitation to current members will be sent out shortly.

**If you are interested in joining our PPG please send us an email to [nnccg.cvamp@nhs.net](mailto:nnccg.cvamp@nhs.net)** and the Chairman of the group will contact you to discuss. More details can be found on the practice website.

### Your views matter to us:

In October a number of you kindly provided us with feedback via online questionnaire:

- **98.3% said you would feel safe with us** if the need to attend a winter appointment arose.
- **89.8% felt given enough information** about safety measures we are taking.
- **27.1% of you felt the pandemic had prevented you from raising concerns** with us.

These are a few proposed improvements:

1. **Distribute more information** via text message - this includes the newsletter and announcements **and improve ways you can reach out to us**
2. Increase our social media presence to keep you up to date with our news as it unfolds. In fact, why not follow us on @ CVAMP now?