



Patient Newsletter

Spring 2024

'Be Kind'

I'm writing to address a matter of mutual importance, one that concerns fostering a respectful and harmonious environment within our practice.

While interactions between patients and our practice are typically characterised by mutual respect and understanding, there are instances where communication might inadvertently stray from this ideal. It is understandable that illness and discomfort can sometimes lead to frustration or impatience. However, it's crucial for both parties to maintain a courteous and respectful tone, even in moments of stress or concern.

Recently, there have been reports of interactions that have been described as less than ideal. While I understand that everyone brings their own set of circumstances and emotions to every encounter, it's imperative that we strive to always communicate with kindness and empathy.

As valued members of our practice population, we are committed to providing the highest standard of care, which includes not only medical expertise but also compassionate communication. Every patient deserves to feel heard, respected, and supported throughout their healthcare journey.

I kindly ask for your cooperation in ensuring that all interactions within our practice and team are conducted with courtesy and respect. By doing so, we can create a positive and supportive environment where everyone feels valued and respected.

Thank you for your attention to this matter. Should you have any concerns or suggestions regarding communication within our practice, please do not hesitate to reach out. Your feedback is invaluable as we strive to continuously improve our services.



You said	We did
Your website is not user friendly and needs updating!	From May 2024 our new website will be available. We think it is a lot more user friendly, but we are open to suggestions for additions/amendments. We now have a lot more control over the website, which makes changing it a lot easier.
Why should I have to queue to be told there are no appointments available!	We have a new message which our Reception Supervisors can add to the call queue once the appointments are full for the day. This is something we have wanted to implement for a while, and now we have had a new telephone system we are able to do this with ease. Patients are still able to hold to speak to Reception.

What is Lions Clubs Message in a Bottle?

Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge.

Message in a Bottle helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication.

Paramedics, police, fire-fighters, and social services support Lions' life-saving initiative and know to look in the fridge when they see the Message in a Bottle stickers. The initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin / emergency contacts can be notified.

For more information lionsmessageinabottle.co.uk



New Website

We are excited to announce our new website will be available from May 2024. Please bear with us while we get the site updated with all the practice information.

The new website address is:

www.villagesurgeryderby.org.uk

Accurx Patient Triage

Village Surgery will use Patient Triage as an Online Consultation platform from 1st October 2023. Patient Triage offers patients an **additional resource** to report medical issues, submit an administrative request, and seek self-help guidance. The practice reviews the request within 2 working days and respond directly to the patient. **Not to be used for Urgent requirements!!**

Benefits for our Patients

- Easy to access, no app required, simply go to website.
- Convenient: patients can utilise this resource instead of waiting on the telephone.
- Confidential (Authentication using mobile phone available)
- Emergency safety netting
- Information is integrated directly to your medical record.
- All requests reviewed and evaluated in the same way staff would do so with telephone and face 2 face requests.

Patient Participation Group (PPG)

We are seeking patients to join our Patient Participation Group (PPG).

What are the benefits of a patient participation group?

- Patients will have a better understanding of how the surgery works
- There will be improved communication between patients and staff
- Patients will have a forum to suggest ideas and raise concerns
- Patients will be consulted about arrangements in the GP surgery before decisions are made
- Patients' views will be represented in local health care
- Ideas of a wide range of people will be represented

The group meets every 2 months on a Wednesday morning. If you are interested in joining Village Surgery PPG, please leave your name and contact details with the Reception Team or email ddicb.c81035-reception@nhs.net

Keep us up to date...

We need your consent to send SMS messages, let reception know you are happy to receive emails and/or text messages.

Please update us if you change any of your contact details to ensure your records are up to date.

Closed Dates

Staff training

- Wednesday 19th June from 1.30pm
- Wednesday 17th July from 1.30pm
- Wednesday 18th September from 1.30pm

During these times 111 or the walk-in centre are available for urgent medical attention. Or call 999 for life-threatening emergencies.

We are on Facebook!! @VillageSurgeryDerby

Please follow us for regular updates and Surgery news