

# Whitemoor Newsletter



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## Critical Incident in Derbyshire: How can patients help?

A critical incident was called on Wednesday 20<sup>th</sup> July due to the significant and sustained demand for urgent and emergency care services in Derbyshire. This allowed additional steps to be taken to prioritise and maintain safe services for patients, including the cancellation of non-urgent operations, the additional purchasing of care home beds in the community to support hospital discharge and the movement of senior clinical staff to support care reviews across services.

Dr Chris Weiner, Executive Medical Director for NHS Derby and Derbyshire, and strategic gold commander for the incident, said:

*"It is very important that we look to longer-term solutions to the contributors to this incident; we know the pressure is not going to fully abate and we can see the challenging winter period on the horizon, with the oncoming flu season, a further possible wave of Covid-19 infection and other winter illnesses such as norovirus. These will all add to the existing pressure facing services, and we must find longer term solutions to managing demand and bolstering our health and workforce."*

### What members of the public can do to help?

These are things patients can do to help the NHS right now,

- Only call 999 or attend accident and emergency departments for serious accidents and for genuine emergencies.
- When needing urgent medical care but it's not an emergency, [visit NHS 111 online](#) or call NHS111 for advice on how to get care at any time of day or night.
- [Urgent treatment centres](#) – like the ones at Osmaston Road in Derby, Ilkeston, Ripley, Darley Dale, Buxton, Samuel Johnson and Robert Peel Community Hospitals can help get the care needed for dealing with the most common issues that people attend emergency departments for. They will often be able to help get the care needed more quickly than accident and emergency departments if suffering from things like a burn or a sprain.
- For other non-urgent cases when needing medical advice and it's not an emergency, speak to your pharmacist first. They are trained to deal with minor illness and can normally help straight away with advice and medication.
- Please continue to treat all NHS and care staff with the respect they deserve. Our hard-working staff and volunteers are doing all they can to keep patients safe and supported.
- If unable to make any NHS appointment, please contact the number on appointment letters so that it can be reallocated to another patient.

## New GP Partner – Dr James Youngs

We would like to extend a warm welcome to Dr Youngs who joined the practice this summer as a new GP Partner. Many of you may already recognise him as he spent a year at the practice as part of his GP training and has also done locum work here.

He already has a major project to look after – upgrading our clinical IT system to a more efficient one - which should keep him busy on top of his clinical work!

## National GP Survey

The results of the annual GP patient survey have now been published and you can look at the full results online at [GP Patient Survey \(gp-patient.co.uk\)](http://GP Patient Survey (gp-patient.co.uk))

The national picture suggests that overall patient satisfaction GP services is in decline.

Whilst here at Whitemoor the scores were largely above national and Derbyshire averages However in some areas there is a gap between patient expectations and what we are currently able to deliver. If you want to influence this then why not join our Patient Participation Group (PPG) – see below.

## Community Pharmacy Consultation Service (CPCS)

**Do you find it difficult to get a GP appointment for a minor illness? Then the new CPCS service may be the answer!**

The service launched at Whitemoor on 1<sup>st</sup> August 2022 and when a patient ring with a minor illness they will be offered a referral to a trained local pharmacist rather than having to wait for a GP appointment.

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England on the 29 October 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness or an urgent supply of a regular medicine, improving access to services and providing more convenient treatment closer to patients' homes.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

**By using this service patients will both get a quicker response to their request for help on a minor illness and free up valuable GP time to deal help patients with more serious and complex issues.**

### The NHS Community Pharmacist Consultation Service

- Get a consultation with a community pharmacist on the same day at a local pharmacy
- Receive a clinical assessment and advice in the privacy of a consultation room

Speak to reception  
to find out more.



## PPG News

We would like to welcome Jackie Cox as the new Chair of our Patient Participation Group (PPG). Jackie has been a patient at the surgery for many years and brings a wealth of external experience to the role.

The PPG meet with GPs and managers from the surgery every couple of months to review how the surgery is doing and discuss any issues that are important to patients.

We know that, although we get a lot of things right, there are always things we can do better. Therefore if you have a concern or suggestion about the service, we offer why not come along to the next PPG meeting on 10<sup>th</sup> August?

For more details please contact the surgery

If you have any comments or suggestions for the newsletter please let us know.