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### This Issue

We continue our aim to keep you informed of the services at Ivy Grove and also let you know about the latest medical developments.

### Home Visiting

We would encourage all our patients to use the home visiting service wisely and therefore we bring you news on our policy in this practice.

### Help us to help you

We continue our series of articles on making the most of your GP service.

### Care.data

We bring you important news about your confidential medical records.

### Other contributors

This issue, we welcome valuable contributions from our practice nurse team on childhood immunisations, the health visitor team on telling us of their day, our practice manager on chaperones, the pharmacy team about prescriptions and finally, two of our new doctors introduce themselves.

### Your Feedback

Your feedback is very important to us – feel free to write to us with your comments or questions. Our address is shown on the back page of this newsletter.

## HOME VISIT SERVICE – PLEASE USE WISELY

**Home visits have been in the news recently and it is therefore timely that we write about this aspect of our service in this issue.**

**No other country in the world has a home visiting service like NHS General Practice**, where doctors

routinely visit patients in their own homes. The reasons for this are probably largely historical, well before the NHS came into being, when the family doctor would go round his patients, often socially, to collect his private fees. This may be the origin of the phrase ‘doctors rounds’.

Until recently, home visiting still used to encompass social visits, and also routine visiting of elderly people, patients discharged from hospital, postnatal visits to women who had recently delivered and visits to the housebound and the terminally ill. These visits would generally be made in the middle of the day between the two main morning and evening surgeries.

Unfortunately, the workload of general practice has increased significantly over the last decade or so. GPs now conduct over 300 million consultations every year and have to meet huge numbers of targets set

by the government and also deal with hundreds of pieces of paperwork during their 12-13 hour days. Despite the recent assurances of the Health Secretary, the relaxed days of Dr. Finlay popping round for a chat and a cup of tea are no longer possible in modern General Practice, without a substantial increase in resources and GPs, none of which appear to be forthcoming in the near future.

A home visit is an extremely inefficient method of providing good clinical care. In the time it takes for a home visit, up to six patients could be seen in the surgery, where we have better lighting, facilities and equipment. GPs often do not have access to patient’s full medical records during a home visit, and we find that the majority of consultations during home visits could easily have been carried out in the surgery.

Unnecessary home visits take our doctors away from other patients in the surgery who may be at greater clinical need and are a very poor use of precious clinical resources. Therefore we would like to share our home visiting policy with you, as this will be to the benefit of all our patients.

...continues on page 2



## Make the Most of Your GP part 2

### 'Oh and doctor...'

It has been shown that presenting problems to the doctor as you leave distracts them and increases the risk that mistakes will be made and things will be missed. Unless the problem is a true emergency to be dealt with there and then, we would always encourage you to rebook a fresh appointment if you wish to discuss other concerns.

### Book a double if needed

If you feel your problem is very complex, or you have multiple issues to discuss, please ask for a double appointment when you book. We find that when used responsibly, double appointments help everybody and reduce waiting times for other patients.

### Cancel if you can't get

Every year, hundreds of appointments are wasted because people don't cancel their appointments when they cannot attend. This wastage is equivalent to the surgery being shut for a whole two weeks every year! Please bear this in mind when you find you can't book with us.

### Don't miss out - get online!

There is a wealth of information on our website, including contact numbers, medical advice and self-help leaflets. You will have noticed that many of our newsletter articles include links to the full text online and to other website pages where you will find lots of useful information. We would therefore encourage all patients to go online and see if they can find the answer they need.

## Home Visit Service

### A reminder to use this valuable service wisely

**Home visiting is for patients who are bedbound** and those who are physically not able to leave their homes under any circumstance. Many patients request home visits because they feel they are housebound, or because they live in a nursing or residential home, however, we find that these patients can often attend hospital and clinic visits, hairdressing appointments or go out on social visits with friends or family. Requesting a home visit in these situations is not an effective use of health resources. We would, in general, encourage all patients to remain as active as possible, and not to confine themselves indoors – this can contribute to a deterioration in physical and mental health.

**Home visiting is for terminally ill patients.** We are more than willing to visit those with the greatest clinical need.

**Home visiting is for those whom the doctor has deemed clinically appropriate for a home visit.**

Contrary to popular belief, patients do not have an automatic right to a home visit, regardless of their age. Under



our terms of service, it is the doctor who decides if a home visit is needed for medical reasons alone.

### We do not visit children or young adults at home.

Patients of this age are mobile or very portable and will not come to any harm whatsoever by being brought to surgery. Children with a fever will be fine as long as they are wrapped up from the cold. We will always try and ensure that poorly children are seen quickly in surgery.

**WE WILL VISIT  
BEDBOUND,  
TERMINALLY ILL OR  
MEDICALLY  
APPROPRIATE  
PATIENTS**

**We do not visit patients due to lack of transport or lack of money** for such transport. This is never an acceptable reason for a home visit, as relatives, neighbours, friends, taxi firms and other forms of transport are generally available.

**We do not visit patients for social and convenience reasons** as this is never a good use of scarce health

resources. It is unacceptable to ask the doctor to visit to look for missing pets, or for lack of childcare, or because patients and/or their relatives have been drinking.

**We do not visit those patients where another service is needed.** In these situations, we would ask that you contact that service for the most timely and most appropriate help. For instance, if you have acute chest pain and think you may be having a heart attack, you must ring 999 rather than request a home visit.

In order to be able to provide the best quality service to you and to the rest of our patients, all home visit requests will be assessed to ensure that the service is being used as appropriately as possible.

**If you think you may qualify for a home visit according to the above policy, we would ask that you ring us before 10.30am** so that we have the opportunity to ring you back to discuss your condition and to help plan our day effectively. Doing so will help you and all patients.



## Care.data

**A government initiative that affects your confidential medical information**

In late August, we were told that NHS England was going to extract (upload) data from GP surgery records throughout the country and store it at the newly formed Health and Social Care Information Centre (HSCIC). This initiative is called Care.data.

Due to concerns expressed by the Information Commissioner, NHS England has now postponed the extraction until Spring 2014. There will now be a media campaign aimed at informing patients about the initiative. This is welcome and will help to ensure patients fully understand the options available to them and how they can object if they wish.

We would strongly recommend that all patients learn about Care.data and to come to an informed decision themselves on whether they would be

happy to have their personal identifiable information uploaded.

We are told that Care.data is to help commission health services and to help with research. However the data extracted will contain personal medical information that could identify you. Although your name is not uploaded, the data extracted will include your family history, diagnoses, referrals, all prescriptions, date of birth, NHS number and postcode. This means that existing databases can be cross-referenced and you and significant parts of your medical history will be readily identifiable.

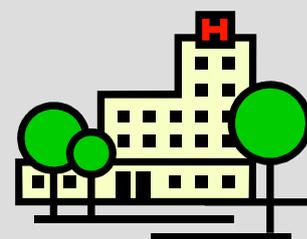
We are informed that your personal identifiable information will be made available to other organisations such as hospitals, but will not

be sold on to insurance companies or solicitors.

If you choose to do nothing, your data will be extracted and sent to the HSCIC. If you do not want your data to be extracted, you can complete our opt-out form available at reception, use our online opt-out form at [bit.ly/optout13](http://bit.ly/optout13) or inform us in writing.

If you have previously opted out of the Summary Care Record, you will specifically need to opt out of Care.data if you wish to prevent your data being extracted, as this is a separate initiative.

Opting out of the Care.data upload will not affect your access to NHS healthcare nor affect the care that you receive at this surgery or at any hospital which we may refer you to. More info at [ivy.gs/cd](http://ivy.gs/cd).



## Ripley Hospital Minor Injuries Unit

The opening hours at Ripley Hospital Minor Injury Unit are being revised to concentrate specialist nursing support at the times of day when patients need it most. It follows a review which found very low attendance at the units overnight – an average of two per night – and often these overnight patients could not be treated in the unit but needed to go to Accident and Emergency.

In the light of low patient demand at night and the need to make the best use of specialist nursing skills at busy times of day, the units will move from 24 hour to **8am - 10pm** opening hours from **November 25th**, for the time being, until a longer term review of urgent care services is conducted by health service commissioners.

The longer-term future of urgent care services locally will be subject to a full public consultation led by our local commissioners of health services. Patients who have any questions about these changes can contact the Derbyshire Community Health Services NHS Trust's patient experience team on 01773 525119 or email:

[PET@dchs.nhs.uk](mailto:PET@dchs.nhs.uk)

## Telephone Number Updates

### Children's Blood Tests at Derby

Children requiring blood tests at Derby should now ring 01332 785821 to book their appointment. The blood tests now take place in the Children's Outpatients and not the Ladybird Ward as before. Children aged 12 and over

can have their blood tests done either at the adult clinic in Royal Derby Hospital, or at Ripley Hospital (authorisation form required from us for Ripley).

### Treetops Bereavement Service

Patients with bereavement issues are very welcome to

self-refer themselves to Treetops Bereavement Service by ringing 0115 949 7354.

### District Nurse Liaison Number

Please note that the number to reach the district nursing team is now 01332 258200.



## CHAPERONE POLICY

### CHAPERONES

by Charmagne Stephenson

Ivy Grove Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present.

A formal chaperone is a clinical health professional, such as a nurse, or a specifically trained non-clinical staff member, such

as a receptionist. This individual will have a specific role to play in terms of the consultation and this role should be made clear to both the patient and the person undertaking the chaperone role. This may include assisting with undressing or assisting in the procedure being carried out. All the receptionists at Ivy Grove Surgery have undertaken specific chaperone training.

**ALL PATIENTS ARE ENTITLED TO HAVE A CHAPERONE PRESENT FOR ANY CONSULTATION**

Your healthcare professional may also require a chaperone to be present for certain

consultations in accordance with our chaperone policy.

If you wish to have a member of the practice staff present during your consultation please mention this to our reception staff when booking your appointment, or to the doctor at your consultation, and we will be happy to arrange this for you.

The patient will always have the opportunity to decline a particular person as chaperone if that person is not acceptable to them for any reason. On some occasions if a chaperone is not available the patient may be asked to rebook their appointment so a chaperone can be arranged in advance.



### CHILDHOOD IMMS by our practice nurses

This year there have been some changes to the childhood immunisation schedule. This article is to bring you up to date with the changes and explain a little about the vaccines and why they are given at the set times.

Baby immunisations start at 8 weeks of age. They are not usually given earlier than 8 weeks as a baby's immune system is not yet fully developed properly and so the baby will not achieve a full response from the vaccine. Babies will have acquired some antibodies from mum to protect them in the first few weeks of life.

It is also important to leave the correct amount of time between the courses of vaccines, giving vaccines at shorter than the recommended intervals may result in a reduced immune response.

There are very few reasons why anyone should not receive their vaccinations, if you are concerned about your child having their vaccination it would be better to discuss this with the nurse instead of putting off your child's vaccinations.

Full article at [ivy.gs](http://ivy.gs)

## Introduction to New Salaried GP, Rosanna Montgomery



Some of you may already have met me but, for those of you who haven't, I joined the team at Ivy Grove

Surgery in April of this year. I have certainly been made to feel very welcome by everyone so first of all, a heartfelt thank you.

My family and I moved up to Derbyshire from South East London after I completed my GP Speciality training in Lewisham in March so there have been a lot of big changes for me this year! My husband and I wanted to be closer to our respective families in the West Midlands and North Yorkshire, and we had always had a

dream of bringing up our children in a more rural environment. Derbyshire not only happened to be half way between the two families, but also a very beautiful part of the world.

I studied at Nottingham University and I spent some of my placements as a medical student at what were then the DRI and Derby City Hospitals. Of course a lot has changed in 11 years and all of my postgraduate training has been elsewhere: after I graduated in 2002, I followed my husband down to London, where he already had a job, and started out again. My first post was in A&E in Lewisham, an area unfortunately best known for its problems with gangs and violent crimes... [continues at ivy.gs](http://ivy.gs)



## Margaret Hudson

I qualified just over 20 years ago in London and then spent the first part of my medical career in and around London hospitals. That was followed first by training in virology and genitourinary medicine and then by work for the Medicines Control Agency where I was involved in licensing and drug safety.

Ten years ago I commenced GP training and before moving to Ripley I was a GP in Matlock for five years and briefly in Baslow.

On a personal note, I enjoy walking and skiing. I very much look forward to having the opportunity to care for you and your family in and around Ripley. Join us as we welcome Margaret to our team.

## Day in the Life of a Health Visitor - #4 of a series

Health Visitors are all qualified nurses with additional training in public health and child development. Many Health Visitors have also previously worked as midwives or in other areas of the NHS and have a wide variety of skills and experience. In Ripley, the Health Visitors work in teams covering a defined area and are supported by a Community Nursery Nurse and an administrator. The Health Visitors work closely with the doctor's surgery and all other professionals that support families.

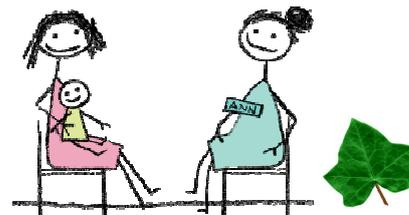
Every child is allocated a Health Visitor from birth until they start full time education when the School Nurse takes over. This is often referred to as the 'Universal Health Visiting Service'.

Universal Health Visiting Service offered to all families:

- Antenatal visit (will eventually be offered to all mothers to be)
- New baby visit (at around 10-14 days)
- A visit when baby is aged between six and eight weeks old
- A visit when baby is aged between three to four months old
- A development review before the age of twelve months
- A development review before the age of two years and five months

The Health Visiting team also offers additional support to families, for example, advice about minor ailments, immunisations, healthy eating, sleep, behaviour, routines, toileting, child development, breastfeeding and postnatal depression. The Health Visiting team are also able to signpost or refer families to specific services as identified, for example, the local Children Centre, Welfare Rights, support groups...

...this article continues on our website at [ivy.gs](http://ivy.gs)



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Contributions and letters to the newsletter are very welcome. Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs. Charmagne Stephenson or write to us at the address below.

Written & edited by  
Dr. Michael Wong

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## Did you know..?

Apparently doctors are the second most likely people to be lied to (employers are the first and teachers third). After that come family members and friends, followed by customers, insurance companies, and the Police [study source unknown].

Please bear this in mind when you next tell us how much you drink or smoke, or how little you've eaten over Christmas...!

## Merry Christmas!

Talking of Christmas, we wish all our patients the very best for the festive season and all good wishes and health for the New Year. Enjoy yourselves!



## Your Repeat Prescription Request

### • Kirsty, our pharmacy advisor, explains the process

Requests for repeat medications must be made in writing, preferably using your prescription repeat slip (right hand side of the prescription); or by using our online ordering system. We cannot accept requests over the telephone. Written requests can be handed to our receptionists or put in the Prescription Ordering Box.

Before printing your prescription our prescribing clerks will check your record to see if you are due any reviews or blood tests. If you are due a review then your request is passed to your doctor to decide what action is needed. The request is then given back to the clerks to follow up the course of action, prepare blood test forms and print the prescription. Once printed, the prescriptions are passed to your doctor for a final review and are then signed. The completed prescription is then put in reception for you or your nominated pharmacy to collect. This process takes TWO working days.

Top tips from the prescribing clerks:

- If you are ordering early or ordering extra medication to cover a holiday, please add a short note to your request so that we know why you ordering earlier than usual
- Remember to check your repeat slip for any messages from the surgery
- If the pharmacy is collecting on your behalf please allow at least an extra day for them to prepare your prescription for you
- We recommend all patients use our online ordering system - please ask reception

**Fun fact:** In the last 12 months we have issued over 201,000 items on prescription for our patients!

## REMINDER

We will be closed on Christmas Day, Boxing Day and New Year's Day and closing early at 4.30pm on Christmas Eve and New Year's Eve. Please remember to hand in your repeat prescriptions well in time. Patients are welcome to use our online service, details available at [ivy.gs/rx](http://ivy.gs/rx)

## MAILING LIST

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