

FRIENDLY FAMILY SURGERY NEWS



PPG News

We now have a virtual PPG Group. This is a voluntary group of patients who are involved in making sure that the Practice is delivering the best possible service to our patients. If you are interested in becoming a member of our PPG please visit our website

<https://www.friendlyfamilysurgery.co.uk/practice-information/patient-participation-group/>

You can also find us on facebook
"FriendlyFamily Surgery PPG"

Useful numbers

District Nurses

01246 252971

Medicines Order Line

01246 588860

Health Visitors

01246 515100

Chesterfield Birth Centre

01246 512499

Rowlands Pharmacy

01246 822320

Town End Pharmacy

01246 822133

Day Night Pharmacy

01246 822208

Upcoming closure dates

The practice will be closed on:

Wednesday 14th april 2021 after 1.30pm

Monday 3rd may all day

Wednesday 12th may 2021 after 1.30pm

Monday 31st may 2021 all day

Wednesday 9th june 2021 after 1.30pm

Wednesday 14th july 2021 after 1.30pm

Please note we may have occasional afternoon closures to accommodate our ongoing vaccination programme these will be added to facebook and on our door.



Qwell is an online emotional wellbeing and mental health support site aimed at supporting parents, carers and guardians of children who require mental health support in Derby and Derbyshire. On Qwell, you can relate and connect with others by sharing similar experiences, and gain valuable self-care tips and tools, you can also access mental health support from professionals. <https://bit.ly/3bqbsAY> If you have used Qwell or a different digital mental health support site before and would like to share any ideas or thoughts you have on how to

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You

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have to have used Qwell to take part.

Mental Health Helpline and support service

The Freephone 24/7 mental health helpline and support service, run by Derbyshire Healthcare NHS Foundation Trust, has become a permanent service as part of improvements being made through the Joined Up Care Derbyshire programme. The helpline team now consists of staff from the charity P3, as well as clinical staff from Derbyshire Healthcare.

Please call 0800 028 0077 any time of the day or night if you need support for yourself or someone you care for.

More details of the service are available from the Trust's website:

<https://bit.ly/3qS2GRz>

Every Mind Matters



Looking after your mental health

Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing. <https://www.nhs.uk/oneyou/every-mind-matters/>

Helping people get connected

We are relying more than ever on remote services, almost all aspects of community life now involve some kind of internet or smartphone exchange.

Rural Action Derbyshire know how difficult it can be to navigate new technologies and software so they have trained "Cyber Buddy" volunteers who can help people across Derbyshire who would benefit from one-to-one digital support.

Helping people get connected



Almost 100 years ago Rural Action Derbyshire was created to support people through the effects of life changing times and now, as that work continues, we are helping to connect people through digital channels.

Do you know someone who struggles with the internet?

Digital connectivity is important now more than ever, whether it's for the weekly shop, a medical appointment or keeping in touch with family.



Poor rural internet connection, the reluctance of an elderly relative to start using it or the frustration of navigating different websites are just some examples of problems encountered.

When we receive an enquiry we will call them to hear what the problem is and select the most suitable volunteer to meet the needs of that person.



We can help



We have trained "Cyber Buddy" volunteers who can help people across Derbyshire who would benefit from one-to-one digital support.

Our Cyber Buddies have on-going cyber security updates with Digital PCSO's at Derbyshire Police. They are DBS checked and undergo Safeguarding training so we can be sure we are doing everything we can to keep you or your family member safe.



What they say

"It is wonderful to have someone who can help me out with the internet. I bought a tablet so I could keep in touch with my family, but I just kept getting confused with simple things. I really am so grateful, I can't tell you how much it means to me.

My family are so pleased to be able to video call me now, it really is wonderful and I can't thank them enough".

Joyce - Chesterfield

Get in touch

If you want some help with digital, or you know someone who does, please get in touch.



j.dugdale@ruralactionderbyshire.org.uk



01629 592970

Please leave a message.



Digital Hubs Derbyshire



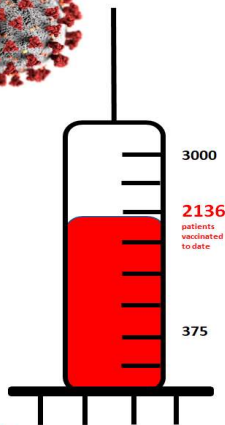
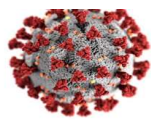
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Town Hall, Bank Road, Matlock, Derbyshire, DE4 3NN | 01629 592970 | info@ruralactionderbyshire.org.uk | www.ruralactionderbyshire.org.uk

Covid Vaccination Information

We have now attempted to contact every patient in cohorts 1-9. If you are in any of these cohorts and have not yet had/booked your first vaccine please contact surgery on 01246 826815.

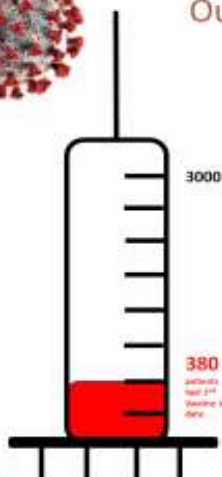
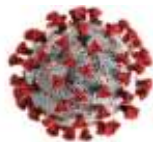
Priority groups

- 1 Residents in a care home for older adults Staff working in care homes for older adults
- 2 All those 80 years of age and over Frontline health and social care workers
- 3 All those 75 years of age and over
- 4 All those 70 years of age and over Clinically extremely vulnerable individuals (not including those under 16 years of age)
- 5 All those 65 years of age and over
- 6 Adults aged 16 to 65 years in an at-risk group
- 7 All those 60 years of age and over
- 8 All those 55 years of age and over
- 9 All those 50 years of age and over



Our fight against COVID-19

- 100% over 80 1st injection
- 100% over 75 1st injection
- 73.5% of over 18s 1st injection




Our fight against COVID-19 "Round 2"

- 69.5% over 80 2ND injection



Here are the results from our 2020 GP Patient Survey.

This can be found at <https://gp-patient.co.uk/report?practicecode=C81655>




GP PATIENT SURVEY ABOUT CONTACT US RECEIVED A SURVEY? 

Results from the 2020 survey ? Provide feedback on this website


Family Friendly Surgery
Friendly Family Surgery, Welbeck Road, Bolsover, S44 6DE


Practice overview Patient experience Compare practice ▶


Where patient experience is best ?

-  **81%** of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 42% | National average: 45%
-  **88%** of respondents describe their experience of making an appointment as good
Local (CCG) average: 66% | National average: 65%
-  **84%** of respondents find it easy to get through to this GP practice by phone
Local (CCG) average: 63% | National average: 65%

Comparisons to the local (CCG) or national average may not be statistically significant.

 **295** Surveys sent out

 **114** Surveys sent back

 **39%** Completion rate

Take a look at our new website! It is full of information and news about our Practice. You can also make enquiries, order prescriptions, get advice and ask a GP/Reception a question without having to call us! Many of our patients are using it and finding it beneficial.

www.friendlyfamilysurgery.co.uk

We also have a Facebook page. Please follow us for regular news, information and patient updates about our Practice

<https://m.facebook.com/friendlyfamilysurgery>

