



Clay Cross Medical Centre Newsletter Autumn 2018

During opening hours telephone **01246 862237**. Out of Hours call **111**.

Clay Cross Medical Centre
Bridge Street, Clay Cross,
Chesterfield, S45 9NG
Tel: 01246 862237

Mon: 08:00 — 18:30
Tue: 08:00 — 18:30
Wed: 08:00 — 20:00
Thur: 08:00 — 18:30
Fri 08:00 — 18:30
Sat: Closed
Sun: Closed

Tupton Branch
Queen Victoria Road,
Tupton
Chesterfield, S42 6ED
Tel: 01246 862237

Mon: 08:30-12:30—14:00-18:00
Tue: 08:30—12:30
Wed: 08:30-12:30—14:00-18:00
Thur: 08:30-12:30—14:00-18:00
Fri 08:30—12:30
Sat: Closed
Sun: Closed

We will be closed for staff training on the following Wednesday afternoons:
12th September
10th October
14th November

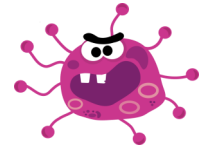
Website
You can now sign up to our newsletter and take surveys through our website.
www.claycrosssurgery.co.uk



For the latest practice news and updates. Find us on Facebook.

Clay Cross Medical Centre

Flu

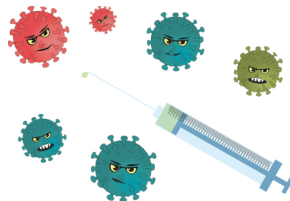


Flu is an acute viral respiratory infection. It spreads easily from person to person. It gets passed on when someone who already has flu coughs or sneezes and is transmitted through the air by droplets, or it can be spread by hands contaminated with the virus.

Although anyone can catch flu, certain people are at greater risk from the implications of flu, as their body may not be able to fight the virus.

If you are pregnant, over 65 years, a child*, obese (with BMI>40), suffer from severe asthma, chronic liver disease (cirrhosis, biliary atresia, chronic hepatitis), diabetes or immunosuppression, have a heart, kidney or lung condition, have suffered a stroke or transient ischaemic attack, you are considered at greater risk from flu and the implications can be serious.

If you fall into one of the “at-risk” groups above or you are a carer or a healthcare worker you are eligible for a **free** flu vaccination.



Children

Children aged 2 and 3 (born between 1st September 2014 and 31st August 2016) can be given the vaccination at the surgery.

Children who are 4 years old are also eligible for flu vaccination provided they were 3 on August 31 2018. These children are also able to have the vaccination at the surgery.

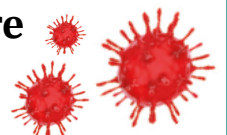
If your child fits this criteria please make an appointment with a nurse.

Children in reception class and school years 1, 2, 3, 4 and 5 will be offered their vaccination in school.

The vaccine is given as a nasal spray and is easy to give and painless.

Appointments for Flu Vaccines are now being taken.

Please ask at reception for more information.



ONLINE BOOKING
 More patients are using this facility to book appointments and request repeat medication. If you would like to know more please speak to reception!

Prescription Medicines
Order Line (MOL)
 A new convenient way to order your repeat prescription. Provided on behalf of Clay Cross Medical Centre and Derbyshire Clinical Commissioning Groups.



 Simply call **01246 588860** between **09:30am—02:30pm Mon-Fri**
 An experienced, fully trained call handler will be able to process your request and answer any queries you may have. They are also able to alert you if a medication review is needed. Once you have placed your order, your prescription will be authorised as normal by Clay Cross Medical Centre and forwarded on to the pharmacy or appliance contractor of your choice within 2 working days.

 To find our more information ask a receptionist.

New Appointment System
Survey
 On the 1st June 2018 we launched a new appointment system, aimed to help patients get an appointment quicker and easier.

 We would like to hear your feedback.

 Please pick a survey up in surgery or alternatively you can fill one out on our website.

 **New Telephone System** 
 From Thursday 13th September our new telephone system will be live. We hope that this will improve patient experience when making appointments, obtaining results etc. The new system will allow patients to pick from options such as Appointments & Prescription queries enabling telephone waiting times to be shorter. Patients will also be aware of what position in the queue they are.
Our telephone number will remain the same.

 **Self-Care**
What is self-care?
 Self-care refers to the actions we take to recognise, treat and manage our own health. It's about doing small, everyday things for yourself to keep healthy and happy.
What are the benefits?
 Self-care is good for you and for the NHS. There are lots of benefits to self-care. We believe it's:
Quicker
 No need to wait for a GP appointment. You can buy the medicines you need over the counter at your local pharmacy or supermarket and have them ready to use at home.
Easier
 Many treatments can be bought without the need for a prescription at your local pharmacy or supermarket, often for much less than a prescription charge.
Simple
 Advice and information about self-care is widely available online. You can also call into any pharmacy for advice on the best treatment for your minor illness.
Considerate
 Self-care helps relieve pressures on GP practices, A&E and could potentially save the NHS around £136m every year. For more information ask pick up a leaflet in surgery or alternatively:
www.nhsstaywelderbyshire.co.uk



CQC
 On Tuesday 3rd July we were inspected by the Care Quality Commission (CQC)
 We are pleased to announce that following the Inspection .The practice was rated as **Good overall**. (Previous rating 09 2017 – Requires improvement).
 The full report can be found on our website and also at : <https://www.cqc.org.uk/>

