

Friar Gate Surgery Newsletter August 2024

Welcome to the August Newsletter



A Message from the Practice Manager

We had a great turnout for our first talk by PCSO Joanne Raven who discussed **Community Policing**, and also spoke to attendees individually. So many people attended that we ran out of chairs! We are living through strange times, so feeling safe in our homes and communities is important for our mental health and wellbeing. We hope that she will be back in the early Autumn with another community safety talk.

In September we hope to have a **Pre Diabetes** talk and some one-to-one slots for patients who fall into this tranche. We will also be having a **Menopause Talk** for peri menopausal, menopausal, or post-menopausal patients. Both of these events will be ticketed, so keep an eye out for further information in a few weeks.

Finally, we were delighted to receive the positive **GP Patient Survey Results** which have elevated us from the bottom of the Derbyshire list last year to nearer the top this year. All of the staff have worked hard to provide you with a caring and quality service, and we wish to thank everyone who took the time to fill the form in. But rest assured we will continue to work hard to improve for the benefit of our loyal patients.



Carla

Carla Mathurin, Practice Manager

Lunchtime Sessions

Menopause Talk

Wednesday, 11th September 2024 at 12.30 – 1.30pm

Invites will go out shortly to patients who meet this criteria. **Places are strictly limited** due to fire regulations and also allowing people to ask questions during the event. If enough patients express an interest, we can put another session on in the near future. *Derby County Community Trust* note that each year here are around 13 million peri or post-menopausal people, so around one third of the population. Each person experiences menopause in their own way which can have an impact on their emotional and physical health.

Derby County Community Trust (DCCT) will be providing a talk based on evidence that eating a balanced diet, keeping physically and psychologically active would assist people who are menopausal. DCCT have further holistic programmes to continue to help attendees. Listen to the talk, ask questions, get further help.

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Pre Diabetes Sessions

Wednesday 25th September 2024 between 10am and 4pm

Healthier You, the NHS Diabetes Prevention Programme, will be providing one-to-one sessions for eligible patients about how to reduce their risk of becoming diabetic. This programme is tailored to support to reduce the risk of Type 2 Diabetes, and includes education on healthy eating, including what to eat to help regulated glucose levels and portion control. Using holistic wellbeing strategies, that have been proven to reduce the risk of developing Type 2 Diabetes, a serious lifelong chronic condition. Invites will be sent out to those meeting the eligibility with a booking link. If there is enough interest, we could offer this again.

When should I get my Flu vaccine in 2024?

Most eligible adults will be able to get the flu vaccine from 3 October 2024.

This may be later than you've had the vaccine before, but it means you'll have the best protection when flu is most widespread.

Some people may have their vaccination from September 2024, including if:

- you're pregnant (especially if you're near to your due date) – it's important to get vaccinated before giving birth to help protect yourself and your baby for the first few months of their life
- you're due to have treatment that will weaken your immune system (such as chemotherapy) – the vaccine may be given before treatment starts because it works better if given when your immune system is stronger.

Speak to the Surgery for advice if you think you need to have the vaccine earlier than October.

The NHS will usually let you know in autumn or early winter when you can get your flu vaccine. Speak to your GP surgery if you have not been contacted, but you think you are eligible.



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GP Patient Survey 2024

How did we do this year?

Question	2024 Patient Responses	2024 National UK Responses	Improvement
How easy is it to get through on the phone?	59%	50%	We have improved access with a new state of the art phone system.
How easy is it to use your GP Practice Website...?	80%	48%	We undertook several weeks of work to improve our website.
Patients describing their experience of contacting their GP as good	70%	67%	We will continue to work on improvements, but we are higher than the national level
Healthcare professional they saw or spoke to was good at treating them with care and concern during their general practice last appt	85%	85%	We are on a level pegging with other surgeries in the country. We will strive to make things even better so that next time we bet the national average.

Check the full results for yourself [GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)



Parenting Support

Parenting can be a tough situation and a little information will always help. Derby Health Visiting Service have commissioned a new service called In Our Place which provides online and free access to parenting courses from Antenatal to Teens and everything in between. Courses include "understanding your pregnancy and labour" to "Understanding your teenagers brain" and much much more.

The Derby Access code is **MARKEATON**

[inourplace](https://inourplace.org.uk) | [Solihull Approach – Derby](https://inourplace.org.uk) | [inourplace](https://inourplace.org.uk)

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Pharmacy First – You aren't being "Fobbed Off"

We hear this and we just wanted to ensure all of our patients are aware of this professional NHS funded service which all local GP Surgeries in Derby city use as part of their patient care process.

As patients send through their health concerns, via the website, and they meet the criteria for the 7 most common conditions a referral letter will be sent to the Community Pharmacist at their nominated pharmacy or one close to them, as appropriate. Pharmacy First is a government programme which is expected to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare. The Community Pharmacists that we refer you through to will have had a higher level of appropriate training to be able to help you. This includes the supply of appropriate medicines for 7 common conditions including earache, sore throat, and urinary tract infections, aiming to address health issues before they get worse.

But what happens if, on examination, the Community Pharmacist is unable to help you? Will you be **FOBBED OFF**? The answer is a very firm **NO**. They will refer you back to the GP with the details of their examination and we will be in touch.



REBUILD

GENERAL

PRACTICE

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