

Your PPG needs you!

The Patient Participation Group is always looking for new members. We are particularly looking to recruit younger members and parents of young children, so that the PPG can fully represent the patient population.

We meet every quarter (Jan, Apr, Jul & Oct) on the last Wednesday of the month from 6.30- 8.00 pm at the Duffield Surgery. Any further involvement is up to each individual, so the task is not particularly onerous!

If you think you would like to play a part in this group that provides a vital link between the Practice and the patients, please pick up a leaflet at the surgery; see the PPG section under Patients on the website; or simply come along to the next meeting You will be very welcome! **George Newton-PPG Chair**

Patient Participation Group (PPG) - Action Plan

In 2022 the PPG ran a survey to try and gain an understanding of the challenges patients experience when needing an appointment. One of the main issues that was highlighted was a lack of understanding of how to navigate the appointment system and services effectively. The PPG set about creating a 'handy guide' with the headings **Where, When and How**. This guide can be download at: www.appletreemmedical.co.uk or collected from reception

An appointments leaflet was also created explaining the types of appointments and the various different clinicians available to book with.



Have Your Say Patient Participation Group

APPLETREE MEDICAL PRACTICE

Main Surgery: 47a Town Street, Duffield, Belper
Branch Surgery: 10 The Town, Little Eaton
Telephone: 01332 842288 www.appletreemmedical.co.uk

INFORMATION - Self Help Easy online resources such as:
Appletree's website www.appletreemmedical.co.uk
NHS Choices website www.nhs.uk
Patient UK website www.patient.uk
The NHS App Suitable for tablets or smartphones. [Download](#) [Get it on Google Play](#)

WHERE - which service?

Feeling unwell? Choose the right service

Self-Care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in	A&E or 999
Minor injuries, colds, coughs, sore throats	Minor injuries, colds, coughs, sore throats	Minor injuries, colds, coughs, sore throats	Minor injuries, colds, coughs, sore throats	Minor injuries, colds, coughs, sore throats	Minor injuries, colds, coughs, sore throats

HOW - to contact the surgery?

Telephone Number	Online Services	Prescription Ordering	E-Consult
01332 842288 - Monday to Friday - 8.00 am - 6.30 pm	Book appointments, Order Repeat prescriptions, view your online medical record, test results, hospital letters, order donations, update contact details. Available 24/7. Ask at reception or go to our website for more details.	Medicines Order Line - 0115 855 0260 • Complete a medication order form at reception • Order online via one of the online services	Contact your doctor online by going to www.appletreemmedical.co.uk

WHEN?

Routine Non-Urgent	Urgent	Home Visits	Test Results or routine enquiries
After 10.00am - Routine appointments are available to book for the coming weeks, either face to face or via the telephone.	Ring at 8.00am. If your problem is urgent, you will be added to the triage doctors list for a telephone call back to assess your needs. Ring before 11.00am (if possible). Please alert the receptionist that a home visit is required and you will be added to the triage doctors list for a telephone call back to assess your needs.	After 12 noon. These are also available on your online medical record.	After 12 noon. These are also available on your online medical record.

Created in partnership with the Patient Participation Group (PPG) and Appletree Medical Practice
If you are interested in hearing more about the PPG, please email: ppg@ppg@gmail.com



YOUR HEALTH MATTERS SUMMER 2023

A JOINT PUBLICATION FROM APPLETREE MEDICAL PRACTICE/APPLETREE PPG

New Pharmacy in Duffield

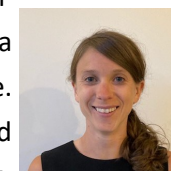


The Pharmacy in Duffield has new owners and will be called Duffield Pharmacy. The new owners have a number of pharmacy units across Derbyshire and will be dispensing all their medication inhouse instead of sending to a central hub. They have the option to source medication from multiple pharmaceutical suppliers which should reduce some of the 'out of stock' issues that some patients have been experiencing. The GP Partners are optimistic that this is a positive move and wishes the new pharmacy every success.

New GPs at Appletree

We have been extremely fortunate over the last year to employ three new GP's, at a time when there is a national shortage. Dr Serena Hancox, Dr Olivia Hale and Dr Melissa Denman have all joined the Appletree GP Team and are proving to be a great addition.

We are sad to say goodbye to Dr Sam Thomson, who had been a GP partner at Appletree for 10 years. Dr Thomson originally joined the surgery as a GP Registrar and within a few years became a GP Partner and has been a great asset to the practice. She will be missed by all but we wish her all the best for the future.



Dr Hale

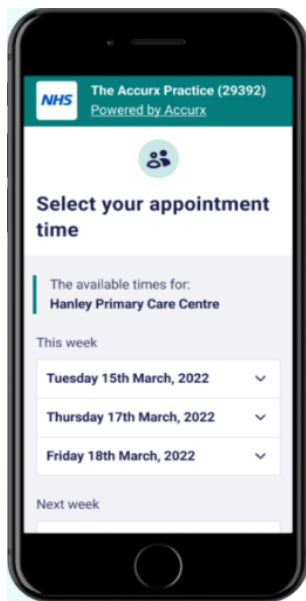


Dr Hancox



Dr Denman

Booking links - NEW



We are continually looking at ways we can improve IT functionality and are currently developing a booking link, which can be sent by text message to patients to book their appointment. The link will ask you to confirm your date of birth, then all available appointments will be displayed. Initially we plan to send these booking links for specific appointment types e.g. Diabetic Review or Smear appointments but over time will develop this further to include GP appointments. We are hoping this system will be more convenient for our patient and save time on our busy phone lines. For those who do not have internet access, you will still be able to book appointments via our reception team. We are also investigating ways, patients can cancel their appointment via their appointment confirmation/reminder text message, instead of ringing the surgery.

GP PATIENT SURVEY



We are delighted with the 2023 GP Patient Survey results which you can read yourself at www.gp-patient.co.uk. Last years results highlighted a number of areas of patient dissatisfaction, but we have been working hard to implement changes to improve the service we offer. 82% of our patients described their overall experience as good. The national average was 71%.



82% describe their overall experience of this GP practice as good

ICS result: 72% | National result: 71%



Thank you for all your feedback. It enables us to review our systems to help improve the service we offer.

Extended hours hub



We are one of the four practices that make up the Belper Primary Care Network (PCN). We offer appointments weekday evenings between 6.30 pm - 8.00 pm and on a Saturday 9.00 am - 5.00 pm. The appointments will be held at the PCN Hub at Whitemoor Medical Centre in Belper or once a month at Arthur Medical Centre in Horsley Woodhouse. There are a selection of clinics and clinicians available for all four practices to book into, including:

TYPE OF CLINICS
Smears
NHS Health Checks
Wound Dressings
Vaccinations
Diabetic clinics
Asthma Clinics
HRT Clinics
Ear Irrigation Clinics

CLINICIANS AVAILABLE TO BOOK
Health Care Assistant
Nurse Associates
Nurses
Advanced Clinical Practitioners
Occupational Health
Pharmacists
Mental Health Practitioner
GPs

APPLETREE STAFF CHANGES 2022-23

ARRIVALS

Dr Melissa Denman - Salaried GP
 Dr Serena Hancox - Salaried GP
 Dr Olivia Hale - Salaried GP
 Dr Rita Onyebuchi - GP Registrar
 Dr Azfar Alam - GP Registrar
 Jaymee Black - Receptionist
 Julianne Kinder - Receptionist
 Jeanette Wilton - Secretary

DEPARTURES

Sarah Lakin - HR Manager
 Dr Sam Thomson - GP Partner
 Helen Rodgers - ACP
 Dr Igwemzi Achinewhu
 Dr Oluwafemi Oyadiran



SAFE SURGERIES



OUR NHS PEOPLE PROMISE

