



Practice Newsletter Spring 2025

Welcome to the latest issue of our Practice newsletter.

Recruitment News!

For those whom are not aware, we are pleased to inform you that we have successfully recruited a new full time salaried GP at the practice! Some of you may remember Dr Joshi as a previous GP here at the practice and it is so lovely to see her return. Dr Joshi's working days will be Monday's, Tuesday's, Thursday's (am only) and Friday's. We are sure you will join us in warmly welcoming her back to Inspire Health!



Avenue House Quiet Space

We are pleased to announce that a 'Quiet Space' has been introduced within our Avenue House Surgery waiting area. This space is a calm, warm and welcoming space for those whom may be Neurodiverse and struggle with the idea of a busy waiting room. This space is also breast feeding friendly! This space has been created following patient feedback and suggestions and we would continue to warmly welcome any further suggestions you may have.



Inspected and rated

Good



Armed Forces veteran friendly accredited GP practice

Inspire Health

www.inspire-health.co.uk

Avenue House Surgery

109 Saltergate, Chesterfield, S40 1LE

Tel: 01246 244040

Hasland Medical Centre

1 Jepson Road, Hasland, Chesterfield, S41 0NZ

Tel: 01246 277973

PRACTICE TRAINING AFTERNOONS

Our team are committed to providing high quality patient care and staying up to date with the latest clinical guidance.

All clinical and non-clinical staff are required to complete regular mandatory training.

Therefore, GP practices across Derbyshire are closed in the afternoons for staff training on the following dates:

2025

March 12th

May 14th

June 11th

July 9th

August 13th

September 10th

October 8th

November 12th

Should you require medical support during these times, please contact NHS 111 who provide GP cover.

NIHR | National Institute for Health and Care Research

THIS PRACTICE IS CHANGING LIVES WITH RESEARCH CAN YOU HELP US?



Carrying out high-quality research helps us to improve NHS care and find better treatments. www.bepartofresearch.uk





The spring booster jab will give you the best protection against Coronavirus during summer



Spring 2025 Covid Booster

We have been informed that there will be a rollout of the covid booster this spring. The guidelines / cohorts have changed and therefore your eligibility may have changed. You do not need to do anything. The practice will contact all of those eligible by SMS or over the phone. At present, the practice will be vaccinating all those aged 75 and over alongside immunosuppressed individuals over the age of 6 years old. The Chesterfield & Dronfield PCN will be undertaking eligible individuals whom are housebound or are in a care home. Again, you do not need to contact the surgery as those eligible will be contacted.

Are you using the NHS APP?

This will allow you to access a range of NHS services and information on your tablet or smartphone

The app is a simple and secure way to access NHS services and manage your health from your home including:

- Viewing your GP health record, without having to phone your GP surgery.
- Accessing your consultation notes, letters and test results, as well as appointment information and managing your hospital appointments.
- Find your NHS number and access NHS 111 online for instant advice or medical help.
- Request and manage repeat prescriptions.

To start using the App, or for more information, please visit www.nhs.uk/nhsapp



Order your prescriptions early



To avoid any delays in getting your medicines this bank holiday, please order your prescriptions in good time.



Remember, you can order repeat prescriptions through the NHS App or at your local GP practice.



BOOST YOUR DEFENCE AGAINST COVID-19 THIS SPRING

#GetVaccinatedGetProtected



TELL US HOW WE'RE DOING!

Every staff member at Inspire Health works very hard in delivering the best possible service to patients. Despite this, we still look at ways in which we can improve and listen to what our patients have to say

Please visit our website using the following link below to have your say:



<https://www.inspire-health.co.uk/friends-and-family-survey>

Feeling unwell? Choose the right service

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.



Find us on Facebook

Do you follow us on Facebook? We update our page regularly and promote useful information for patients such as health campaigns, practice information, technical issues and new features / services. We would also warmly welcome any feedback or suggestions of things you would like to see on there.

Statistics

<p>20,547 ↓ 9 (20,556)</p> <p>Total Registered Patients</p>	<p>38,164 ↑ 5,811 (32,353)</p> <p>Appointments - Total</p>	<p>49,344 ↑ 393 (48,951)</p> <p>Prescriptions Issued (Not Individual Items)</p>	<p>17,868 ↑ 800 (17,068)</p> <p>Inbound phone calls</p>
<p>421 ↑ 110 (311)</p> <p>Newly Registered Patients</p>	<p>1271 ↑ 489 (782)</p> <p>Appointments - DNA (DID NOT ATTEND)</p>	<p>1968 ↑ 67 (1901)</p> <p>New Patient Referrals (Outbound)</p>	<p>3 Mins 29Sec ↑ 5Sec (3Mins 24Sec)</p> <p>Average Call Length</p>
<p>419 ↑ 42 (377)</p> <p>Deductions</p>	<p>243.9 hrs ↑ 34.8hrs (209.1hrs)</p> <p>Time Wasted - in DNA's (Hours)</p>	<p>961 ↑ 159 (802)</p> <p>Fit / Sick Notes (Med3) issued</p>	<p>1037Hrs 14Mins ↑ 70Hrs 03Mins (967Hrs 11Mins)</p> <p>Total Talk Time (Inbound calls)</p>
<p>52 ↑ 1 (51)</p> <p>Births Last Month</p>	<p>£38,130 ↑ £14,670 (£23,460)</p> <p>Cost to NHS for time wasted</p>	<p>23,409 ↑ 173 (23,236)</p> <p>Letters Processed</p>	<p>7 Mins 05Sec ↓ 23Sec (7Mins 28Sec)</p> <p>Average Wait Time</p>

DNA'S

We appreciate that sometimes plans can change at short notice for patients and this may mean attending the practice is not possible.

It is really important, and we kindly ask that you contact the surgery (with plenty of time) if you are no longer able to attend for an appointment so we can utilise this for another patient whom may need it. Patients can either cancel their appointments using an online service (such as the NHS App or SystemOnline) or by telephoning the surgery via the dedicated appointment cancellation line (Option 1).

In 2024, there were a total of **3866** missed appointments! This equated to **55,063** minutes in wasted time and an estimated **£115,980** in wasted NHS money that could have been utilised for other patients. To protect valuable NHS resources and ensure patients can access services in a time manner, Inspire Health adopts a DNA policy whereby multiple non-attendances will result in removal of patients from the practice list and those who frequently do not attend will need to register elsewhere. We thank patients for their cooperation to this.



LGBT+



Derbyshire LGBT+

Lesbian, Gay, Bisexual Trans*

Derbyshire LGBT+ is the only LGBT+ specific support service in Derbyshire, established to provide comprehensive support to individuals who identify as LGBT+, or any other non-heteronormative sexual orientation or gender identity. This includes support for their families, friends, and allies.

Derbyshire LGBT+ offers a variety of services, including 2 community centres, one-to-one support, family services, youth groups, training, and sexual health resources. Our goal is to create a supportive and inclusive environment where everyone can achieve their full potential, regardless of their sexual orientation or gender identity.

For more information, go to:

derbyshirelgbt.org.uk

Useful Numbers

Hospitals:

- *Chesterfield Royal Hospital 01246 277271
- *Northern General Hospital 0114 243 4343
- *Royal Hallamshire Hospital 0114 271 1900
- *Sheffield Children's Hospital 0114 271 7000
- *Weston Park Hospital 0114 226 5000
- *Charles Clifford Dental (Hosp) 0114 271 7800
- *Walton Hospital 01246 51 51 51

Urgent Treatment Centres (walk-in and NHS 111 appointments):

- *Whitworth Hospital 01629 580211
- *Buxton Hospital 01298 214000
- *Ripley Hospital 01773 743456
- *Ilkeston Hospital 01159 305522 (Ilkeston is currently operating on appointment only via NHS 111)

Pharmacies:

- *Dents 01246 232858
- *Hasland 01246 275825
- *Boots 01246 203591
- *Cohens 01246 279366
- *Tesco 0121 519 8054
- *Peak (Saltergate) 01246 234835
- *Peak (Market PI) 01246 234019



Medicine's Order Line: 01246 588860

Community Midwifery Services (Mon-Fri 8am-4pm):

- *Chesterfield Base 01246 206161
- *Clay Cross Base 01246 868875
- *Inkersall Base 01246 470684
- *Darley Base 01629 593019

District Nursing Team (CAP): 01332 564900

Health Visiting Team: 01246 515100

Social Care: 01629 533190

Derbyshire Carer's: 01773 833833

Citizens Advice: 01246 209164

Eye / Ear Care Services (MECS):

- *Specsavers 01246 222334
- *Chesterfield Hearing Practice 01246 901250
- *MOBILE EAR CARE 07942 323105
- *Vision Express 01246 277432
- *Specsavers 01246 222334
- *Elliotts 01246 275847



Mental Health / Support Services:

- *Relate 01246 382772
- *Everyturn 0300 555 5580
- *Trent PTS 01332 265659
- *Vitamins 0333 0153496
- *Talking Mental Health Derbyshire 0300 1230542
- *NSPCC Childline 0800 1111
- *SV2(Supporting Victims of Sexual Violence) 01773 746115
- *SAIL(Sexual Abuse and Incest Line) 0800 0282678
- *Suicide Bereavement Support (The Tomorrow Project) 01246 541935
- *CRUISE (Bereavement Support) 0808 808 1677
- Perinatal Mental Health Service 01332 623911

Helplines:

- *Emotional Support Helpline 01773 734989 or Text 07537 410028
- *Derbyshire Mental Health Support 0800 028 0077
- *Samaritans 116123

Self-Referral Services:

- *Physiotherapy / MSK 01246 565050
- *Sexual Health (Wheatbridge) 0800 3283383
- *Continence Service 01773 546868
- *Live Life Better Derbyshire 0800 085 2299
- *Derbyshire Recovery Partnership 01246 206514
- *StepChange(Debt Support) 0800 138 1111