



Castle St Medical Centre Practice Newsletter – Winter 2018

A joint publication from Castle St Medical Centre & Castle St PPG

Move back to Castle St

We will be re-opening the surgery doors on 24 December. We would like to thank all our patients for your patience, support and understanding whilst we have been temporarily based over at Bolsover Hospital. It was a rare opportunity to totally re-fit the surgery and bring it up to date with the latest standards. We hope that our patients and staff will see a range of benefits, including upgraded consulting rooms, a more welcoming environment and improved access.

GP Patient Survey

Every year the NHS conducts a survey of GP patients across England. Here are the summary results for Castle St.

- ✓ **65%** of respondents usually get to see or speak to their preferred GP when they would like to (Local (CCG) average: **47%**; National average: **50%**).
- ✓ **86%** of respondents find it easy to get through to this GP practice by phone (Local (CCG) average: **71%**; National average: **70%**).
- ✓ **89%** of respondents were satisfied with the type of appointment they were offered (Local (CCG) average: **76%**; National average: **74%**).

SELF-CARE

FOR LIFE



Self-care refers to the actions we all take to recognise, treat and manage our own health. Its about doing small, everyday things for yourself to keep healthy and happy. Self-care is good for you and for the NHS. There are lots of benefits to self-care, including: -

- No need to wait for a GP appointment. You can call into any pharmacy for advice on the best treatment for your minor illness.
- Many treatments can be bought without the need for a prescription at your local pharmacy or supermarket, often for less than the cost of a prescription charge.

There is lots of information available to support self-care and to help manage minor illnesses. The local NHS has put together the following website: -

www.nhsstaywelderbyshire.co.uk/services/self-care

Notices from the Patient Participation Group (PPG)

New Patient Participation Group (PPG) Members Wanted

We need members of ALL ages, ethnicities, gender, and abilities so that we can adequately represent the diverse patient list. If you could spare a couple of hours, one evening, once a month, then please fill in the form at reception. We would especially like to hear from some of our younger patients. We are passionate about making changes that will be positive to all our lives and in order to be of value to the surgery and its patients we need your views and opinions on how we can best support you and improve the services we already have. If no one speaks then nothing can change, so please have your say!

Keep a lookout for the PPG's notice board in the waiting room at Castle St.

Merry Christmas!

We would like to wish everyone a Merry Christmas and a happy and healthy 2019. We know that Christmas can be difficult for some people, and ask that everyone takes a moment to think about those less fortunate. On this topic, if you find yourself alone or lonely this year, comedian Sarah Millican runs the #joinin@sarahmillican75. Sarah shares her Christmas Day with everyone who wants to join in, and encourages you to share yours, from waking up in the morning until bedtime that night. Also for those who are able, have you considered volunteering over Christmas? There are lots of initiatives like the *Church On The Bus* soup kitchen in Chesterfield, the Chesterfield Foodbank, or the Freedom Community Project in Bolsover.

And lastly

Every member of the surgery team have carried out little short of a miracle in maintaining services during the temporary move. They all work SO hard all year round, giving support and care to us all, and especially at this time of year when demands are unusually high, yet they have still managed to go that extra mile. So we would like to say a huge thank you to everyone at Castle St Medical Centre.