

# EYAM SURGERY NEWSLETTER



Spring/Summer  
Issue 2017

## PATIENT PARTICIPATION GROUP

Following our [patient feedback survey](#) over the winter months, we have now compiled and analysed the results. These results were discussed at our [PPG \(Patient Participation Group\)](#) meeting in March. Together with the help of the PPG we have formulated an [Action Plan for 2017](#).

The Action Plan is now available to view on the Eyam Surgery website ([www.eyamsurgery.co.uk](http://www.eyamsurgery.co.uk)). We also have a display on the wall in the waiting room at Eyam surgery and hard copies of the plan in the waiting rooms of both Eyam and Bradwell surgeries.

The 2017 Action Plan includes issues such as exploring the possibility of electronic doors for the surgeries, ensuring our patient

information screens are kept up to date and relevant and setting up a procedure to ensure all relevant results from Sheffield hospitals are returned to the surgery. Last year, following the formation of the 2015/2016 Action Plan, [we delivered on all of the actions and succeeded in achieving all of our objectives](#).



## DIABETES WEEK

**National Diabetes Week is 11th June—17th June 2017.** The charity “Diabetes UK” are using this week to raise awareness of this serious disease. There are currently 4.5 million people in the UK living with the condition, and 11.9 million more at increased risk of getting Type 2 diabetes.

There are two main types of diabetes mellitus, which are called [type 1 diabetes](#) and [type 2 diabetes](#). Type 1 usually first presents in children or young adults. Type 2 is more associated with being overweight and most often first presents in people over the age of 40 years. However, type 2 diabetes is increasingly diagnosed in children and young adults.

Both types of diabetes can cause serious complications but these are much less

common and less severe with [good treatment](#) and [regular monitoring](#). In addition to the treatment from healthcare professionals, understanding your diabetes and being able to manage your own diabetes are very important.

That’s why if you are diagnosed with diabetes, we ask you to come in to see one of the team regularly. Sue Dear our Nurse Practitioner has special expertise in the treatment and management of diabetes. Our Practice Nurse Heather is qualified to complete your diabetic review and following additional training, our HCAs Zoe and Jude can also do parts of the diabetic review appointments.



### Inside this issue:

PPG	1
Fundraising for Charity	1
Fundraising	2
Hospital Test Results	2
Patient Access	2
Private Forms	2
Mobility Aids	2
Bank Holiday Closures	2
Training Dates	2
Grindleford	2

### Special Points of Interest:

**Together we raised £530 for the charity “CRY”**

**Please help join in with our second hand book sale for CRY**

**Please note our Spring Bank Holiday closures overleaf**

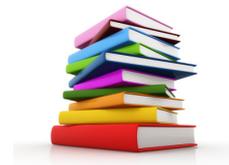
# FUNDRAISING FOR CHARITY

Following the success of our Bake Sale in October where we raised £470 for Macmillan cancer support, we asked you to help us with more fundraising over the Christmas period. As you may remember, the theme was the sale of “stocking filler” sweets and raffle tickets. Thanks to the generosity of staff and patients, together we raised an enor-

£530 for the charity **CRY (Cardiac Risk in the young)**. Thank you to everyone for your generosity and support!

Our current fundraising initiative is a sale of donated **second hand books** with the proceeds going to **CRY**. Please pop in to the surgery and buy a book for as little as 50p—your donations are much appreciated!

We are also holding a “silent auction” for several more valuable books. For more details see our information screens.



## TEST RESULTS

If you have had an investigation performed at Sheffield Teaching Hospitals (i.e. Royal Hallamshire Hospital, Northern General Hospital or Sheffield Children’s Hospital) **please ensure that you contact the surgery for your results.**

Generally the standard waiting times are a minimum of: **3 days for blood test results and 14 days for xrays and ultrasound scans. Please enquire at the hospital at the time of your investigation as to the specific waiting time for your results.**

## PATIENT ACCESS

**Patient Access** is our online system where you can book and cancel doctors appointments, order your repeat medications and view your immunisation summary.

The current system is used by many patients and we have had much positive feedback. One suggestion which arose from our patient survey was that patients would like to be able to book nurses appointments using Patient Access. Unfortunately, as there are so many different types of nurses appointments and reviews ranging in duration from 5 minutes to 30 minutes, the system does not have the capacity to accommodate this variation. If you need to make an appointment to see a nurse, please call reception on 01433 630836 and select Option “0”.

## MOBILITY AIDS

When you are under the care of a hospital you may be given mobility aids such as crutches, Zimmer frames or wheelchairs.

When you no longer require this equipment **please ensure that you return them to the hospital** or care provider from which they came.

**Please do not** return them to Eyam or Bradwell Surgery. We are unable to return these to items.

## SURGERY CLOSURES BANK HOLIDAYS

Eyam and Bradwell Surgeries will both be closed for the **Spring Bank Holiday**. We will be closed on **Monday 29th May** and will re-open on **Tuesday 30th May**. Eyam will re-open at **8am** and Bradwell at **8.30am**.

Please remember to **order your medication in time**. Don’t leave it until the last minute.



## PRIVATE WORK BY OUR DOCTORS

If you require a private form to be filled in by a Doctor, please understand that this cannot be done in a 10 minute doctors appointment as this is NHS time. The form is private work done by Dr. Goodwin and therefore you should be aware there may be a charge. **Please don’t refuse to pay once the work has been done!**

## EYAM SURGERY TRAINING DATES

We close the surgery for staff training one afternoon a month (on the second Wednesday of the month). On the following dates we will **close at 12.30pm** and re-open again at 8am the next day:

**Wednesday 10th May**  
**Wednesday 14th June**  
**Wednesday 6th September**

## GRINDLEFORD PATIENTS

**Grindleford patients:** Remember you can collect medication from The Sir William Hotel, Grindleford at the following times:

**12-12.30pm Mondays**  
**12-12.30pm Tuesdays**  
**12-12.30pm Thursdays**  
**12-12.30pm Fridays**