



22 Nottingham Road,
Somercotes, Derbyshire
DE55 4JJ

Tel 01773 602141
Fax 01773 601704/601708
Email SDERCCG.AdminSomercotes@nhs.net

Newsletter

December 2023

Kindness and courtesy to our team

Our team members arrive each day ready to help and support our patients. We know that at times, appointment availability is challenging, but our team will always try to find the best option for you. We cannot offer an appointment on the day if your problem is not urgent. We have worked hard to try and balance patient needs with the availability of appointments, and while we may not always get this right, our staff will do their best to try and accommodate your needs.

We appreciate your patience with our team. Winter is challenging for appointment availability due to increased illness in our patients. While our team are working hard, we really appreciate your kindness and patience as this makes a difficult job easier.

We know that when you're feeling unwell, it's frustrating not being able to get an appointment at the time you would like it. Our team work very hard to manage the appointments we do have so that the most unwell patients can be seen quickly. This does mean that sometimes you will need to wait for an appointment if your condition is not urgent. If your condition changes, then do please contact the surgery to keep us informed.

We'd like to thank you for being polite to the members of our practice team. Our staff have feelings too, and your thoughtfulness and consideration when speaking to our staff members is appreciated.



OUR CHRISTMAS & NEW YEAR OPENING TIMES

Monday 25th December – CLOSED

Tuesday 26th December – CLOSED

Wednesday 27th December – OPEN

Thursday 28th December – OPEN

Friday 29th December – OPEN

Saturday 30th December – CLOSED

Sunday 31st December – CLOSED

Monday 1st January 2024 – CLOSED

Tuesday 2nd January 2024 – OPEN

IF YOU REQUIRE MEDICAL ADVICE OR ASSISTANCE OUTSIDE THE PRACTICE HOURS
PLEASE CALL 111 OR, IN AN EMERGENCY, CALL 999

Merry Christmas and Happy New Year From Everyone Here at The Practice



Medicines Order Line

Medicine Order Line



Joined Up Care
Derbyshire

Christmas ordering

As Christmas, New Year and multiple bank holidays are approaching, we expect the Medicine Order Line (MOL) to experience high demand and higher than usual call volume.

To help with the increased pressure on both the MOL service and GP practices, if your medication is due during the Christmas period (between 25th December and 5th January), the MOL will accept your medication request **14 days** prior to the due date, as opposed to the usual 7 days (For example, if medication is due on 25th December, the MOL will accept the request on the 11th December).

Controlled Drugs will be dealt with in the normal way, whereby future dating them to the date due on the clinical system. These will **not** be issued any earlier. If the date due falls on a weekend or bank holiday, then they will be future dated to 2 working days prior to this (allowing for pharmacies to order in any stock needed).

All patients are encouraged to order your prescriptions in advance ensuring enough time for the prescriptions to be signed by a GP and processed by the pharmacy.

The MOL is one of many ways to order prescriptions. If you have access to the internet or email, you can use the following alternative ordering methods:

- Medicine Order Line ordering form via www.derbyshiremol.nhs.uk
- Online ordering via the GP clinical system
- NHS app
- Electronic Repeat Dispensing (eRD)

To confirm, the MOL will be closed on the following bank holidays - 25th December, 26th December, 1st January.



Cold weather across Derbyshire

There is an amber alert in effect for the East Midlands between 28/11/2023 at 18:00 and 05/12/2023 at 12:00. Look out for others as temperatures drop this weekend.

Whilst exposure to cold weather can affect anyone, some people are particularly at risk. These include:

- older people (aged 65 years and over)
- people with long-term health conditions such as cardiovascular or respiratory disease, or a mental health condition
- pregnant women
- young children (particularly those aged 5 and under)
- people with learning disabilities
- people at risk of falls
- people who live alone and may be unable to care for themselves
- people who are housebound or have low mobility

- people living in deprived circumstances

There are many reasons for the increased risk of ill-health in cold weather. These include:

- poor quality housing and particularly cold homes
- higher frequency of circulating infectious diseases, such as flu and norovirus during the winter months
- physical hazards such as snow and ice.

During cold weather, people may also use malfunctioning or inappropriate appliances to heat their homes. This can increase the risk of [carbon monoxide poisoning](#).

When a house is damp as well as cold, mould is more likely to occur. This can increase the risk of illness, especially from asthma.

Further guidance and advice on dealing with cold weather is available [on the government website](#).

“Think which service” this winter, urge health leaders



Health leaders in Derby and Derbyshire are urging people to “think which service” is right for their needs, as organisations prepare for winter season pressures.

The [“Think which service” information campaign](#) has launched with a guide to NHS services for the 1.1 million residents of Derby and Derbyshire.

The campaign aims to help people get quicker care in the most appropriate place.

It focuses on advice to keep well; on the wide range of services available at a community pharmacy; on NHS 111 online; on local urgent treatment centres; and the ways people can “self care” and look after their own health.



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Dr Chris Weiner, NHS Derby and Derbyshire chief medical officer, said: “We are urging people to think which service they need as we go through the winter months.

“When you or someone you care for needs medical assistance, particularly in an urgent situation, it can be difficult to think clearly about what to do.

“So we will be running an information campaign across our NHS services to explain which is the right service for them at the time they need it.”

Dr Andy Mott is a GP at Jessop Medical Practice, Alferton, and medical director of Derby and Derbyshire GP provider board.

He said: “The NHS always comes under increased pressure over the winter months – whether that’s in our GP practices, at hospital emergency departments, in the ambulance service or elsewhere.

“That’s because many people’s conditions – such as breathing problems – worsen in the cold weather and because of seasonal illnesses, such as flu.

“However, people can help to manage their conditions and to get better quicker by choosing the NHS service that is right for them.

“We will support you by explaining which service to use to help you make the right choice and manage your condition or get better. We ask that patients help our NHS by taking a look at the information on our website and in local GP practices, clinics and hospitals.”

The Joined Up Care Derbyshire [‘Think which service?’ webpage](#) encourages people to find out about the services available locally and to help them be prepared should they find themselves needing urgent healthcare.

Information to support the campaign is being shared across the health and care system in Derby and Derbyshire, so healthcare professionals can help to direct local people to the right care for their needs.

The service guide includes:

Think self care

Protect yourself and your family by getting the flu and covid vaccinations, if you are eligible. Stay at home if you are ill so you don’t spread your germs and wash your hands to help prevent infection from spreading.

Stay warm over winter – there are many “warm hubs” in our local communities – and look after your neighbours and family members if they need it.

Keep stocked up with any medicines you need, particularly over the bank holidays at Christmas, and have a supply of medicines to relieve the symptoms of coughs and colds.

NHS 111



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If you or someone you're with has a medical problem that isn't life-threatening but requires immediate help, [NHS 111](#) will get you assessed and directed to the right place 24/7, 365 days a year. NHS 111, which is available online or by phone, can give you advice and help for dealing with your symptoms, arrange for you to speak to a relevant healthcare professional, organise face-to-face appointments, and provide you with information on how to get a repeat prescription and where to get an emergency supply.

Pharmacy

Speak to your local community pharmacist in confidence, without an appointment, about:

- Coughs, colds and the flu
- Aches, pains & minor injuries
- Oral contraception
- Skin rashes and allergies
- Urinary tract infections
- Ear and eye care
- Stomach aches such as constipation, diarrhoea, haemorrhoids, or threadworm
- Help with medication and repeat prescriptions
- Advice on healthy living – how to eat better, lose weight, exercise and stop smoking

GP Practice

See your GP if you have persistent, recurring problems that are not improving with self care.

Many GPs are supported by a team of healthcare professionals, who may be better placed to help you.

They may be able to see you more quickly than the GP and they can often offer longer appointments times. Examples of healthcare professionals in the GP's team include:

- General practice nurses
- Advanced nurse practitioners
- Advanced clinical practitioners
- Healthcare assistants
- Clinical pharmacists
- Paramedics



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- Social prescribers
- Physiotherapists
- Mental health practitioners

Urgent treatment centres

You can go to an urgent treatment centre if you need urgent medical attention, but it's not a life-threatening situation.

Urgent treatment centres are GP-led, open at least 12 hours a day, every day, offer appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments, without going to A&E.

Derbyshire has urgent treatment centres at Ilkeston Community Hospital, Whitworth Hospital (Darley Dale), Ripley Community Hospital, Buxton Hospital and Osmaston Road, Derby.

Hospital emergency department

The emergency department, or accident and emergency, is the place for serious or life-threatening injuries and illnesses. Many less serious injuries or illnesses can be treated more quickly, more locally, using alternative services. These include Derbyshire's urgent treatment centres, GP practices, and NHS111.

When to dial 999 or go to A&E:

- Signs of a heart attack
- Signs of a stroke
- Sudden confusion
- Severe difficulty breathing
- Choking
- Heavy bleeding
- Severe injuries
- Seizure
- Sudden, rapid swelling

Expansion of mental health crisis services across Derby and Derbyshire

If you, or someone you care for, needs urgent mental health crisis support, there are a range of options available to support.

A mental health crisis often means that you no longer feel able to cope or be in control of your situation.

You may feel things (although this may be different for individuals) including:

- Emotional distress
- Anxiety such as an inability to cope with day-to-day life or work
- You may think about harming yourself, taking your own life, or experience hallucinations and/or hear voices.

The range of local support services for people with immediate mental health needs has been expanded in Derby and Derbyshire.

The expansion of mental health crisis services is part of a wider programme of partnership activity led by Joined Up Care Derbyshire which aims to improve outcomes for people with immediate mental health needs.

The programme includes the following services:

- **Mental Health Crisis Support Drop-In Services** – for immediate out-of-hours support for those with mental health concerns or experiencing emotional distress. The Buxton drop-in service is already available at High Peak Crisis Support Service, Zink HQ, Clough Street, Buxton, SK17 6LJ and is open Fridays and Saturdays 6pm to 11pm, and Sundays 2.30pm to 5.30pm
- **Safe Havens** – for adults with immediate mental health needs – are running in Derby and Chesterfield every evening from 4.30pm to 12.30am. Derby's Safe Haven is at 309 Burton Road, Derby DE23 6AG and can be contacted on 03300083722; Chesterfield's Safe Haven is at 188 North Wingfield Road, Grassmoor, Chesterfield, S42 5EJ and can be contacted through the mental health helpline and support service on 0800 028 0077 or self-refer make a booking online.
- **Crisis houses** – for adults with mental health issues who will be offered short-term residential accommodation to support with their mental health needs to promote better stability and wellbeing. The facilities aim to reduce the need for inpatient care.

The mental health helpline and support service is available 24 hours a day, seven days a week for residents of Derby and Derbyshire. Call 0800 028 0077. Learn more on our [helpline page](#).



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In a medical emergency or life-threatening situation, attend your nearest Accident & Emergency (A&E) or call 999.

For more information on available services please visit the [Derbyshire Healthcare website](#).

World AIDS Day, 1st December 2023

World AIDS Day is on 1st December, aiming to raise awareness of AIDS and the impact that it has on the people living with it.

The government has pledged to end HIV transmissions by 2030. While we've made huge strides in treating the symptoms of HIV, the best way to deal with symptoms is to avoid contracting HIV in the first place. There are ways to reduce the risk of contracting HIV and options include pre- and post-exposure prophylaxis, though this should not be a substitute for the use of condoms.

<https://worldaidsday.org>

<https://www.tht.org.uk/hiv-and-sexual-health/about-hiv>

Chron's & Colitis, 1st to 7th December

Chron's & Colitis UK are holding a number of virtual social events for those who suffer from these diseases, and their families, to chat and share experiences.

They also have a brilliant tool to help you decide whether you should seek advice about your bowel symptoms. While there may be innocent causes for unusual bowel symptoms, if you're concerned, it's best to get checked.

<https://crohnsandcolitis.org.uk/info-support/support-for-you/virtual-social-events>

<https://crohnsandcolitis.org.uk>

Grief awareness, 2nd to 8th December

The Good Grief Trust aims to support those who find themselves grieving. Each December, the Good Grief Trust holds an awareness week to raise awareness of the impact



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of grief. This year the campaign focuses on the idea that we're "better together" as we come together to support each other.

Run for the bereaved by the bereaved, the website provides many useful links, information and signposting to other support organisations.

<https://www.thegoodgrieftrust.org/ngaw/>

<https://www.thegoodgrieftrust.org>

International Day of Persons with Disabilities, 3rd December

The world is likely to miss several Sustainable Development Goals (SDGs) set for 2030. The UN acknowledges that we're even further behind in meeting SDG targets for those with disabilities. We need to bring inclusion to the fore.

<https://www.un.org/en/observances/day-of-persons-with-disabilities>

Mental Health and the festive season

Andy Williams sang "It's the most wonderful time of the year", but not everyone enjoys the festive season. 36% of people surveyed by Mind said they feel too embarrassed to admit they feel lonely at Christmas. That's one in three people. Let's normalise talking about it.

If you struggle with your mental health at this time of year, there are lots of options for support, including talking to one of the team at your GP surgery. If you need help while the surgery isn't open The Samaritans offer a non-judgmental listening service 24/7, including on Christmas Day. They also have some advice on how you can self-care during the run-up to Christmas. If you're not in crisis, but could do with some company and you're on "X", formerly known as Twitter, there's a Christmas Day chat called #JoinIn with host Sarah Millican. It provides a bit of friendly chat and company on Christmas Day.

<https://www.mind.org.uk/news-campai...rassed-to-admit-they-are-lonely-at-christmas/>

<https://www.samaritans.org/how-we-c...time/spending-christmas-festive-season-alone/>

<https://sarahmillican.co.uk/joinin/>

If you're facing the thought of Christmas alone and you're an older adult, the Salvation Army may be able to help. They're offering meals and support to a wide variety of individuals and

families.

Could you offer friendship to an older adult? Age Concern run a telephone service where you can volunteer to speak to someone each week. This helps to ensure that older people aren't isolated, and you gain the opportunity to find a new friend. You're matched with someone with similar interests so you can get a really good conversation going.

<https://www.salvationarmy.org.uk/christmas>

<https://www.ageuk.org.uk/get-involved/volunteer/telephone-friend/>

Flu vaccination and child flu

Flu can make you feel very unwell and, for some people, it can cause serious complications.

Flu can cause pneumonia, exacerbations of existing health conditions and serious complications like inflammation of the heart or brain.

If we've contacted you about your flu vaccination or a flu, it's because you're likely to be at higher risk of complications if you catch flu. If your child is considered more "at risk" from complications of flu, you should have received an invitation for vaccination. If you haven't booked an appointment for you or your child and we have contacted you, please contact us to make an appointment.

<https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/>

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

<https://www.nhs.uk/conditions/flu/>

COVID-19

While you're no longer required to isolate if you have COVID-19, you can take simple steps with any illness to help your own recovery and to ensure you minimise the risk of your passing it on to someone else.

<https://www.nhs.uk/conditions/covid-19/>

Child development



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Children develop rapidly in the first few years of life. With changes visible almost daily, UNICEF have a brilliant guide to child development so that you can see the important things you need to know at every stage of your child's development.

If you've got a young baby or child, you'll have regular contact with your health visiting team. From birth onwards, your health visitor will help and offer advice. They'll also carry out routine checks at set stages in your child's development to help ensure they're on track. If you have questions about your child's development, you can ask your health visitor for advice.

<https://www.unicef.org/parenting/child-development/your-babys-developmental-milestones>

<https://www.nhs.uk/conditions/baby/babys-development/height-weight-and-reviews/baby-reviews/>

Childhood illness

The Lullaby Trust has developed an app to support parents of babies to know whether their child needs help from a medical professional. Using a series of questions, the app will guide parents, using a scoring system, to help them know how unwell their baby is and will then direct the parents to seek appropriate support.

Additionally, Cardiff University have developed a leaflet called "When Should I Worry?" to help parents know when care at home is the right treatment for common minor illnesses, and what the usual course of minor illnesses is.

<https://www.lullabytrust.org.uk/safer-sleep-advice/baby-check-app/>

<http://www.whenshouldiworry.com>

Maintaining healthy eating

Food prices have gone up significantly over the last few years. For many people, this means having to eat more cheaply. You can still have a good, varied diet on a budget and the British Dietetic Association has some brilliant ideas for reducing food costs while maintaining a healthy diet.

Do we know whether we're eating the right amounts of the right foods? The British Nutrition



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Foundation has a handy guide to portion sizes, and rather than concentrating on weighing and measuring, it uses easy-to-compare measurements, such as a baked potato the size of your fist being a portion.

<https://www.bda.uk.com/resource/food-facts-eat-well-spend-less.html>

<https://www.nutrition.org.uk/putting-it-into-practice/balancing-the-diet/get-portion-wise/>

Staying warm

Staying warm when it's cold outside can be challenging, and the UK is expected to see a colder than average start to December. Budgets are squeezed for many, so cost-effective tips from the BHF are especially welcome.

The Red Cross have information about staying warm during the winter, including a link to the 3,000 plus Warm Hubs across the country that are offering a warm place to be if you're struggling to heat your home.

Longer term, to save money on your energy bills, you might want to consider ways to make your home more energy efficient. The Energy Saving Trust has advice about the ways in which you can improve the efficiency of your home.

<https://www.bhf.org.uk/informationsupport/heart-matters-magazine/medical/beat-the-cold/keeping-warm>

<https://www.redcross.org.uk/stories/health-and-social-care/health/tips-on-keeping-warm-this-winter>

<https://energysavingtrust.org.uk/energy-at-home/>

Caring for relatives

The Carers Room is a website designed to support people who find themselves caring for their parents. This might be during a time in their lives when they're also caring for their children, and working too. Providing information and links to help, the website aims to reduce the burden on those having to navigate health and care systems for the first time.

<https://carers.co.uk/work-with-us-to-tackle-ageing/>

If you're caring for someone, you may be entitled to financial support. You can find out more



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about how the government supports carers by checking the government website.

<https://www.gov.uk/benefits-calculators>

Norovirus

Norovirus is known as the winter vomiting bug. We often see an increase in viruses during the winter and this is also true for norovirus.

If you do find you catch norovirus, the symptoms should be better within a few days, though for some people the illness may be more severe or may last longer than normal, which may require medical treatment. Regular hand-washing and good hygiene, including during food preparation, is one of the ways we can help to make sure norovirus doesn't spread. <https://www.nhs.uk/conditions/norovirus/>

You can find out more about preventing the spread of norovirus by using the government website.

<https://www.nhs.uk/conditions/norovirus/>

<https://ukhsa.blog.gov.uk/2022/11/11/1...-you-catch-it-and-helping-to-stop-the-spread/>

Food banks

If you're struggling to feed yourself or your family, there is support available from food banks. Food banks offer only enough food to last a few days, but Citizens Advice can offer support to help you get on top of the difficulties you're facing.

Feeding yourself on a day-to-day basis is one concern, but many will still want to celebrate Christmas despite the challenges.

If you're on a limited budget and concerned about the costs of Christmas, you'll find a handy guide from the BBC about making the most of your budget for Christmas dinner.

<https://www.citizensadvice.org.uk/debt-and-money/food-bank/using-a-food-bank/>

https://www.bbc.co.uk/food/articles/christmas_dinner_budget

Domestic abuse (Christmas)



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Domestic violence increases over Christmas. If you're in a relationship where your partner is controlling, or is physically abusive, you can seek help from Refuge.

If you're worried that your partner is checking on your online activity, Refuge has advice on how to seek help. Firstly, see if you can use a device belonging to someone else and then visit:

<https://refugetechsafety.org/secure-your-tech/>

<https://refuge.org.uk>