

INSPIRE H E A L T H



Avenue House Surgery

109 Saltergate, Chesterfield, S40 1LE

Tel: 01246 244 040

Hasland Medical Centre

1 Jepson Road, Hasland, Chesterfield, S41 0NZ

Tel: 01246 277 973

Practice Newsletter Winter 2025

Important changes to the appointment system

From 1 October 2025, the Government has changed the contracts for all GP surgeries in England. This means we must now offer routine access to request medical care from 8:00am to 6:30pm, Monday to Friday.

Requests will still go through via our triaging system but you will now be able to make a request for medical care:



By phone



Face-to-face at reception



Online (e.g., Accurx)

Thank you for your patience while this new system is implemented!

Our Research involvement

At Inspire Health, we are an active research practice that gives patients the opportunity to participate in various research studies.

Some studies communicate information through text messages, so patients may receive study-related information via text from Inspire Health.



Social Prescribing

Helping to support patients in improving their selfesteem and confidence, assist in setting goals and an action plan and link them to services which are going to improve their wellbeing, financial Services, mental health support/peer groups, voluntary work and much more.

Referrals for social prescribing can be made either via a GP or through self referral!











Armed Forces veteran friendly accredited GP practice



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Are you part of the Inspire Patients Group (IPG)?

The IPG is a group open to all patients of Inspire Health. They support the practice by conducting surveys and taking comments on the care you receive to discuss with the practice team.

Their next meeting is on <u>Wednesday 14th January</u>, please feel free to join in if you have anything you would like to share to improve patient experience.

All notes for previous meetings are published on their website so you don't miss out if you can't make it!

Contact the email below to make sure you stay up to date with news from the IPG:

ppgroup.ih@gmail.com

Inspire Patients Group

Keeps you informed



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Recruitment news!

Please help us to welcome our new Patient Liaison, Lana.

Lana is here to assist our patients in having the best possible experience with Inspire Health, sharing

information to and from the PPG and making sure that the literature displayed in our waiting rooms is as up to date as possible.

Lana will be working on Mondays, Thursdays and Fridays to make sure that all your queries are addressed as quickly as possible!



Pharmacy first service

If you or a family member is experiencing any symptoms associated with any of these conditions, your local community pharmacy can help!

You can either call or walk into your local pharmacy and have a free consultation with the pharmacist.

The Pharmacy First service is designed to enable pharmacists to offer professional advice and can propose an NHS medicine to treat the condition.

Should the pharmacist not be able to assist you, they may recommend that you visit your own GP surgery or a relevant NHS urgent care provider.

Find your local pharmacy here: https://pharmacyfirstderbyshire.com/





INSPIRE H E A L T H



Statistics Aug, Sept, Oct 2025





<u>Welcome</u> to the 330 new patients that have registered with us over the last few months! We look forward to having positive interactions which make your lives better.

There was a total of 32,823 appointments throughout the last three months. This is around 2,735 appointments each week!



Thank you to everyone who attended their appointments promptly so that we can make sure that everyone is seen in a timely manner.

Our admin team have also been busy. Our call centre, answered the majority of the 23,305 phone calls and spending a total of more than 700 hours talking through the queries our patients have.

They have been so efficient, that on average it's only taken 2 minutes and 39 seconds for them to resolve your queries!

They've also been busy making sure all the letters sent through are processed accordingly. All 23,179 of them!





TELL US HOW WE'RE DOING!

Every staff member at Inspire Health works very hard to deliver 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-familysurvey

Thank you to all our patients who have sent through feedback to which allows us to constantly improve our service.

INSPIRE HEALTH 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:

2026 January 7th February 11th March 11th

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



- *Chesterfield Royal Hospital 01246 277 271
- *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 515 151

<u>Urgent Treatment Centres (walk-in and NHS 111 appointments):</u>

- *Whitworth Hospital 01629 580 211
- *Buxton Hospital 01298 214 000
- *Ripley Hospital 01773 743 456
- *Ilkeston Hospital 0115 930 5522

Pharmacies:

- *Dents 01246 232 858
- *Hasland 01246 275 825
- *Boots 01246 203 591
- *Cohens 01246 279 366
- *Tesco 0121 519 8054
- *Peak (Saltergate) 01246 234 835
- *Peak (Market PI) 01246 234 019

Medicine's Order Line: 01246 588 860



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

- *Chesterfield Base 01246 206 161
- *Clay Cross Base 01246 868 875
- *Inkersall Base 01246 470 684
- *Darley Base 01629 593 019

District Nursing Team (CAP): 01332 564 900

Health Visiting Team: 01246 515 100

Social Care: 01629 533 190

Derbyshire Carer's: 01773 833 833

Citizens Advice: 01246 209 164

Eye / Ear Care Services (CUEs):

- *Specsavers 01246 222 334
- *Chesterfield Hearing Practice 01246 901 250
- *MOBILE EAR CARE 07942 323 105
- *Vision Express 01246 277 432
- *Elliotts Opticians & Audiology 01246 275 847

Service provided by



Mental Health / Support Services:

- *Relate 01246 382 772
- *Everyturn 0300 555 5580
- *Trent PTS 01332 265 659
- *Vitaminds 0333 015 3496
- *Talking Mental Health Derbyshire 0300 123 0542
- *NSPCC Childline 0800 1111
- *SV2(Supporting Victims of Sexual Violence 01773 746 115
- *SAIL(Sexual Abuse and Incest Line) 0800 028 2678
- *Suicide Bereavement Support (The Tomorrow Project) 01246 541 935
- *CRUISE (Bereavement Support) 0808 808 1677
- *Perinatal Mental Health Service 01332 623 800

Helplines:

- *Emotional Support Helpline 01773 7349 89 or Text 07537 410 028
- *Derbyshire Mental Health Support (24hr support) 0800 028 0077
- *Samaritans (24hr support) 116 123

Self-Referral Services:

- *Physiotherapy / MSK 01246 565 050
- *Sexual Health (Wheatbridge) 0800 328 3383
- *Continence Service 01773 546 868
- *Live Life Better Derbyshire 0800 085 2299
- *Derbyshire Recovery Partnership 01246 206 514
- *StepChange (Debt Support) 0800 138 1111