



Summer Newsletter 2023

Thank you for continuing to be a patient at Denton Village Surgery, we are keen to receive feedback from you to aid our continuous improvement. You can leave this in a variety of ways:

Taking our [Friends and Family Test](#)
Leaving a review on the [NHS Website](#)

If you find that you have a complaint please inform the Practice Manager so that we can address your concerns and rectify the matter as quickly as possible. We would always encourage you to contact the practice first should you have a complaint, so that we can try to help you immediately.

Updates!

Hackleton Stores are no longer a medication pick up point. We have secured a [new pick up point which is Hackleton Baptist Church, collection times are 11.00-13.00 Monday to Wednesday.](#)

Help us to help you

We understand that when patients attend the surgery this can be a very difficult time in their lives and we work hard to ensure that all of our patients feel heard, respected and cared for. Below are a few notes which will help us to help you to make the experience as easy as possible.

Please ensure samples brought to the surgery are in clean and secure containers, ideally a bottle provided by the practice and if large, given in at Reception instead of posting through as they can become lodged. Where an alternative receptacle is used, be aware these may be rejected by the lab.

Please give 5 working days for prescriptions, from request to collection. When patients do not allow for the 5 working days and need an urgent repeat, this makes it hard for our dispensers to keep within the 5 day timeframe for everyone else. You will receive a message when your medication is ready, please do not call the surgery to enquire this unless the 5 day rule has elapsed.

World Breastfeeding Week 1st-7th August

World Breastfeeding Week is held in the first week of August every year, supported by WHO, UNICEF and many Ministries of Health and civil society partners. This year's theme will focus on breastfeeding and work, providing a strategic opportunity to advocate for essential maternity rights that support breastfeeding – maternity leave for a minimum of 18 weeks, ideally more than 6 months, and workplace accommodations after this point. These are urgent issues for ensuring women can breastfeed as long as they wish to do so: more than half a billion working women are not given basic maternity provisions; many more find themselves unsupported when they go back to work.



Upcoming Practice closures

PLT Sessions: Phone lines close 12.30 and doors 13.00

19th July 2023
16th August 2023

Bank Holiday
28th August 2023



Keeping healthy this summer



Most of us welcome hot weather, but when it's too hot, there are health risks. During heatwaves, more people than usual get seriously ill or die. If hot weather hits this summer, make sure it does not harm you or anyone you know.

Who's most at risk?

A heatwave can affect anyone, but the most vulnerable people are:

- older people – especially those over 75 and female
- those who live on their own or in a care home
- people who have a serious or long-term illness including heart or lung conditions, diabetes, kidney disease, Parkinson's disease or some mental health conditions
- people who are on multiple medicines that may make them more likely to be badly affected by hot weather
- those who may find it hard to keep cool – babies and the very young, the bed bound, those with drug or alcohol addictions or with Alzheimer's disease
- people who spend a lot of time outside or in hot places – those who live in a top-floor flat, the homeless or those whose jobs are outside

Tips for keeping cool

- Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.
- Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.
- Keep your living space cool. Close windows during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.
- For more information visit GOV.UK: Beat the heat: staying safe in hot weather.
- You can also get help from the environmental health office at your local council, if you think a hot house is affecting your health or someone else's. They can inspect a rented home for hazards to health, including excess heat.



Signs of a heat related illness

The signs of heat exhaustion include:

- Tiredness
- dizziness
- headache
- feeling sick or being sick
- excessive sweating and skin becoming pale and clammy or getting a heat rash, but a change in skin colour can be harder to see on brown and black skin
- cramps in the arms, legs and stomach
- fast breathing or heartbeat
- a high temperature
- being very thirsty
- weakness
- The symptoms of heat exhaustion are often the same in adults and children, although children may become irritable too.
- If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

Contacting Denton Village Surgery

Prescriptions

Prescription Requests

We do not take prescription request over the telephone or by a pharmacy however you can request your medication through the following options:

Email

Please include your name, address, date of birth and a list of the items you need.

NHS App



Using system online (prior registration is required)
<https://systmonline.tpp-uk.com/2/Login>

Paper prescription request returned to the surgery

Requests take 5 working days

Patient Participation Group

Denton Surgery Patients' Group (DSPG) Is a group of volunteers whose aim is to improve the flow of information between the practice and its patients arriving at a beneficial understanding of how the Practice works the growing pressures imposed by the NHS, and the unprecedented demand since the Covid pandemic.

We welcome enquiries from patients who would like to join our patient group, please click [here](#) or visit our website



Appointments

Our Receptionists are all trained in care navigation to ensure you are seeing the right clinician at the right time. They will ask some questions as to why you would like an appointment but this is only to ensure you are signposted or seen appropriately.

When we offer telephone triage appointments with a clinician, this is not declining the option to be seen face to face however does mean clinicians can see the most in need patients. Not all illnesses need to be assessed in person and clinicians can prescribe and advise over the phone.

Booking

Appointments can be booked in advance and are available by telephone or face to face.

We also have a new service called Patient Triage Triage. Using this link patients can request a routine appointment, ask for an updated sick note and seek advice on a range of illnesses. We will respond to you within 2 working days.

If you are eligible and require a home visit, please request this by 11am.

Extended Access

Would you like an appointment with a GP, Nurse, or Health Care Practitioner in the evening or at the weekend when your surgery is closed?

If so, you can book your appointment now with the Northampton GP Enhanced Access Service.

Enhanced Access is an extension of your usual GP practice, it is not a walk-in-service, and you will need to make an appointment through your usual GP practice reception.

Opening Times:

- Monday to Friday, 18:30hrs – 21:30hrs
- Saturday and Sunday, 09:00hrs – 17:00hrs
- *(LIVI Online Availability, 06:00hrs – 22:00hrs)*

Opening Times

Monday-Friday: 08.00-18.30 hrs

Saturday/Sunday/Bank Holidays- Closed