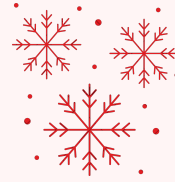


## WELBECK ROAD HEALTH CENTRE



## Newsletter



## Prepare For The Colder Weather

The dark nights and cold mornings make it easy to curl up on the sofa in front of the TV and forget about looking after ourselves. But by taking small steps during the colder months, you can help keep yourself and your loved ones well this winter.

Here are some more self-help and self-care tips for taking care of yourself and looking out for others:

- Get your COVID-19, RSV and flu vaccinations if you are eligible
- Keep active, get outside and eat well
- Wear shoes or slippers with a good grip to help prevent falls
- Your **local council** offers a range of support and services to keep you healthy
- Keep warm. Heat rooms that you use most often in your house to 18 °C
- If you are worried about money, struggling to pay bills or buy food, **contact your local council** for support
- Check in on older or unwell neighbours, friends and family members
- Keep your **medicine cabinet** stocked with painkillers, rehydration and indigestion treatments, anti-diarrhoea medicine, antiseptic cream, antihistamines and a First Aid Kit
- If you can, stay at home if you do get ill and continue to wash your hands regularly
- Contact **NHS 111 online** or by telephone if you're worried about any symptoms or are suffering from mental health issues



Joined Up Care Derbyshire's **self-care page** provides a wealth of information on managing common conditions.

**Click here** to read an overview of the main types of services Derbyshire Healthcare offers

### Think Which Service This Winter

					
<b>Self Care</b> Care for yourself at home	<b>Pharmacy</b> Local expert advice	<b>NHS 111</b> Non-emergency help	<b>GP Advice</b> Out of hours: Call 111	<b>UTCs</b> Urgent Treatment Centres	<b>A&amp;E or 999</b> For emergencies only
Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Feeling unwell? Unsure? Anxious? Need help?	Persistent symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains X-rays Cuts & grazes Fever & rashes	Choking Chest pain Blacking out Serious blood loss



Welbeck Road Health  
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## ***Bolsover Community Groups Improving Vaccination Uptake***

Hundreds of local residents in Bolsover are coming together to tackle inequalities around vaccinations.

Community led engagement, delivered by Bolsover Council for Voluntary Services (CVS), has seen community hubs and local Co-op stores host innovative "Pants and Tops" sessions, designed to open up honest conversations about health services and vaccine awareness.

The initiative has already reached hundreds of residents this winter, with another 15 local events confirmed in the coming weeks.

The sessions aim to do more than share information, they create space for people to voice their thoughts and concerns, helping the NHS understand what matters most to the community.

Bolsover CVS have delivered the sessions at a range of local forums, including the over 50s forum, Bolsover warm spaces, community foodbanks and more.

The "Pants and Tops" activity encourages people to think about what is working well, and what can be improved when it comes to vaccine uptake.

The activity asks people to discuss their "tops" which are things that are currently positive, and what they feel is a good outcome.

The "pants" then ask what needs to be better.

The pants and tops are then stuck on a board to identify themes and key issues to address.

Discussions throughout the sessions have already highlighted several important themes:

- misunderstandings about pharmacy services
- limited use of the NHS App
- misconceptions around Covid-19 vaccines

By listening to local voices, Bolsover CVS and NHS Derby and Derbyshire can work together to provide feedback and develop support that is tailored to real needs.

Claire Morton, Community Connection and Group Development Officer at Bolsover CVS, said: "People talk and want to tell you what they like and don't like.

"It's an open conversation, and that's where real insights come from."

Mandy Simpson, Associate Director, Immunisation and Screening at NHS Derby and Derbyshire, said: "Community-led engagement is so important to understanding how the NHS can create longevity and better health outcomes for our population.

"This partnership working helps us to not only better understand communities, but also helps us build important relationships with the people who know their population the best.

"Vaccines can often be a difficult topic, and we want to know how people truly feel, so we can make the process as easy as possible."

By combining the light-hearted "Pants and Tops" activity with a short vaccine survey, these sessions are proving to be a powerful tool for community engagement, helping shape future health initiatives based on what residents truly need.





## NHS App

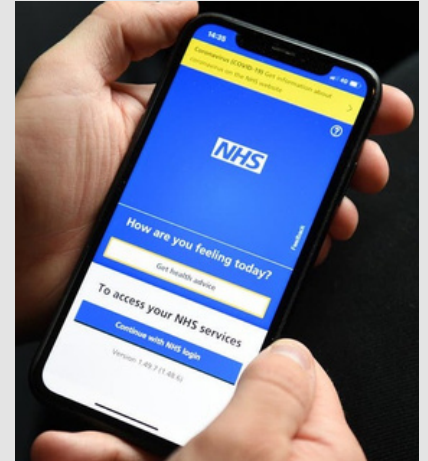
Do more with the NHS App!

It's a simple and secure way to access a range of NHS services, including:

- Hospital and GP records
- Repeat prescriptions
- Medical advice with NHS 111
- Test results
- + And much more!

➡ Download the app at <https://www.nhs.uk/nhs-app/>

**STAY WELL  
THIS WINTER**



## Community navigators support patients to avoid hospital admission

Patients at Chesterfield Royal Hospital and Royal Derby Hospital are benefiting from a new initiative aimed at avoiding unnecessary admissions.

A three-week trial using "community navigators" to help identify alternatives to admission recently took place and will now stay in place over winter.

It was part of Derbyshire's community transformation programme – which is exploring ways to redesign services to better meet patients' needs and to improve efficiency.

The trial at the two hospitals' emergency departments was supported by local NHS 111 providers DHU with two dedicated "community navigators".

Their roles are aimed at reducing demand for our acute hospital services and identifying patients whose needs could be better met through community care pathways.

The trial showed that over the three-week period patients were able to return home with community pathway support as an alternative to admission to hospital.

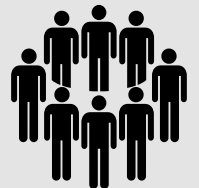
At Chesterfield Royal Hospital teams have built on this success to cover longer periods of the day.

At Royal Derby the changes have been implemented after departments have moved to their new locations, as part of reorganisation taking place there.

The new service includes:

- two non-clinical DHU colleagues at each site to support referrals.
- wider hours of operation
- structured pathways with provide to support referrals
- scripting of referrals with examples of scripts and information to gather ahead of referral
- governance in place to support model with daily meetings and senior clinical support
- improved capture of data and outcomes integral to both acute trusts and community services

Michelle Veitch, Chief Operating Officer at Chesterfield Royal Hospital said: " Patient care and improving their experience is at the centre of everything we do. Ensuring they receive the care they need in a place that is best for them is part of that. Thank you to everyone who has engaged with the initial trial and whose feedback helped us make the changes necessary to provide a better service."



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## ***North Hardwick & Bolsover PCN***

We're launching a new Patient Participation Group (PPG) for North Hardwick & Bolsover PCN! Join us in shaping the future of local healthcare by bringing together voices from all our practice PPGs.

Meetings start in the new year and will be held virtually via Microsoft Teams – easy for everyone to join!

Register your interest here: <https://forms.office.com/e/BkkT9A8f95>

For more info, email: [ddicb.nhandbpcngeneral@nhs.net](mailto:ddicb.nhandbpcngeneral@nhs.net)

Working together to make local healthcare even better.



## ***"Do you know you can get an urgent dental appointment?" – Rami's message across the Midlands***

Derbyshire dentist Rami Khatib has shared good news for anyone struggling to get an urgent dental appointment.

His series of videos that explain when you can call NHS 111 for an urgent dental appointment has been widely shared by NHS colleagues and partners across the whole of the Midlands.

Rami, who is chair of Derbyshire Local Dental Committee and a dentist in Chesterfield, says: "If you have severe dental problems – like toothache, swelling or infection, lost or broken fillings, or bleeding conditions in your mouth – you can get an urgent dental appointment from the NHS.

"If you have a regular dentist, then contact them first, but if you don't, or you're unable to get an appointment with them, then contact NHS 111, and you will be referred to a local dental practice for an appointment."

The NHS in Derby and Derbyshire has commissioned 16,298 urgent appointments during this financial year, up to April 2026. This is the county's share of 700,000 extra urgent dental appointments being rolled out across the country.

In Derbyshire, patients are offered up to two follow-up appointments, if needed, after the urgent appointment, to carry out follow-up work and to stabilise whatever caused the problem.

Read more here:

<https://joinedupcarederbyshire.co.uk/news/thousands-more-urgent-dental-appointments-available-for-those-in-need/>





## New online tool - Anima

From Thursday, 09 October, we have been using a new online tool, Anima, for all **ROUTINE** patient medical requests.

If you have an **URGENT** medical request that you believe requires a GP, please telephone the Practice.

Patients will be able to request our care and services online, without the need to queue on the phones – You can still call us if you cannot use the internet.

*What does this mean for me?...*

- Request an appointment in just minutes – no more needing to wait in a queue or for a call-back.

Using Anima online will be the fastest way to request our care.

- Get the care that *you* need – your request will be reviewed by a clinician-led triage team, who will decide on the best course of action for your care.

A member of our Team may contact you to gather more information, invite you for an appointment, or direct your request to the appropriate team member.

We strive to respond to every request on the same day; however, please allow up to 24 hours for a response. More information: <https://www.welbeckroadsurgery.co.uk/anima-online-triage-frequently-asked-questions-1>

## Did you know?

We've launched a WhatsApp channel – a quick, secure way for our registered patients to get updates from us straight to their phone.

It's a one-way broadcast channel, separate from your main chat feed on WhatsApp.

Once you've joined, you'll find it under the 'Updates' tab in the WhatsApp app.

You won't be bombarded with messages – just regular updates from us that you can check in your own time, such as:

- General Practice information and updates
- National vaccination campaign updates
- Job opportunities
- Local information



Joining is easy – just click this link <https://whatsapp.com/channel/0029Vb6A8NS1Xque9uKPi11r>

Once you're in, tap 'Follow' in the top right-hand corner to start receiving updates automatically. It's ideal for anyone who doesn't use other social media platforms but still wants to stay in the loop.

**Please be assured:** there is no data exchange, so we're unable to see our followers' phone numbers.







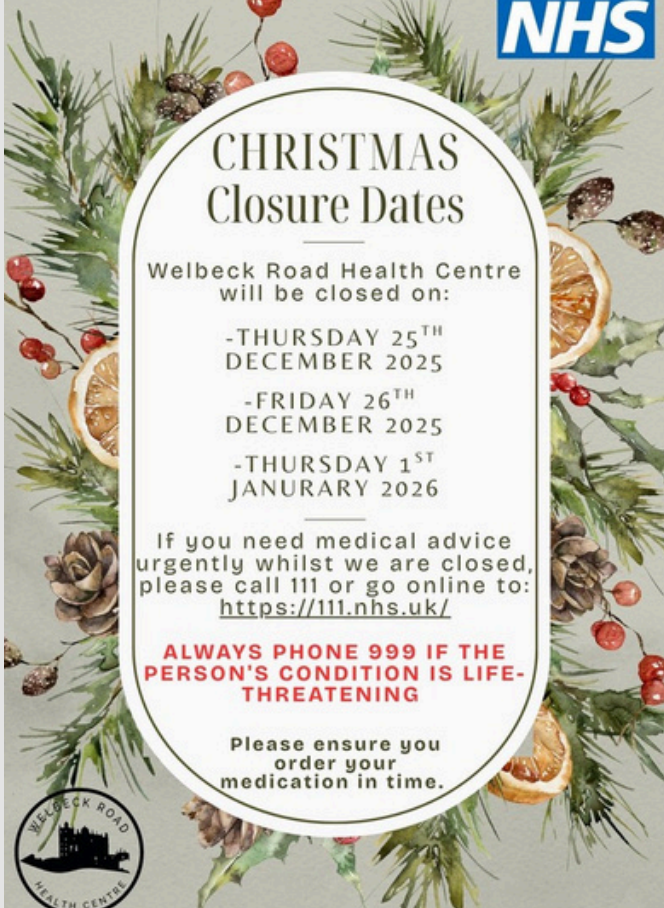
*Important!*

The Dispensary at Welbeck Road Health Centre will close at 4:30 PM on the following dates:

WEDNESDAY 24<sup>TH</sup> DECEMBER  
WEDNESDAY 31<sup>ST</sup> DECEMBER

Glapwell Dispensary will close at the normal time of 13:30 pm

*The Team @ Welbeck Road Health Centre*



**CHRISTMAS Closure Dates**

Welbeck Road Health Centre will be closed on:

- THURSDAY 25<sup>TH</sup> DECEMBER 2025
- FRIDAY 26<sup>TH</sup> DECEMBER 2025
- THURSDAY 1<sup>ST</sup> JANUARY 2026

If you need medical advice urgently whilst we are closed, please call 111 or go online to: <https://111.nhs.uk/>

**ALWAYS PHONE 999 IF THE PERSON'S CONDITION IS LIFE-THREATENING**

Please ensure you order your medication in time.

## Practice Updates

### Friends and Family Feedback: November 2025

- "Very nice & helpful staff from the receptionists & all the medical team. highly recommend the surgery."
- "The lovely person I have my blood tests with is absolutely phenomenal - she is exceptionally skilled in blood taking and also a genuinely lovely person."
- "I moved to the surgery 2 years ago after moving to the area. My care has never been so good."

How likely are you to recommend us to friends and family if they needed similar care or treatment?

Don't know - 4

Extremely Likely - 54

Extremely Unlikely - 1

Likely - 15

Neither - 4

Total = 78 reviews



***"Your health is our concern, but your responsibility"***

*Thank you to those who took the time to read our newsletter.*

*Please email any suggestions to: [ddicb.wrhcpatientinformation@nhs.net](mailto:ddicb.wrhcpatientinformation@nhs.net)*

*This email inbox is not monitored. Do not send any medical requests.*



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