

WELBECK ROAD HEALTH CENTRE

Newsletter



Waiting Room Wellbeing Walls 🎨

We are delighted to share our new Waiting Room Wellbeing Walls at both Welbeck Road Health Centre and Glapwell Surgery.

These have been created by the talented artist Lucie from Junction Arts and are designed to help create a more welcoming and supportive environment within our waiting areas. Alongside the artwork, the walls also include useful wellbeing information, resources, and positive messaging for patients and visitors.

We hope these displays will provide both comfort and helpful signposting to wellbeing support within our community.

We would greatly appreciate any feedback or comments you may have regarding the wellbeing walls, as patient input is very valuable to us.



Important Practice Update



We have introduced a new way to contact us by phone.

From Thursday, 30th April 2026, when you call and select the appointment option (which is option 7), we will take down your request and send it directly to our clinical team, so you get a faster response with no long queue.

This will mean:

- No waiting on hold
- Your request reaches the right person quickly
- A clinician reviews every request
- You can still speak to a receptionist if you need to



When you do call the practice, please **listen carefully** to the options available.

Nothing changes about how we care for you; this just means less time on hold and a quicker route to the right outcome. You can still ask to speak to a receptionist at any time.

We're excited to offer you a better experience.

Please ask our reception team if you have any questions.

Important Practice Update



From Thursday, 16 April 2026, patients can use the online tool, Anima, for ALL medical requests.

Please provide us with as much information as possible about your medical issue via the online form. This will help our clinical team when they triage your medical request and prioritise your clinical needs accurately.

We will always aim to respond to your request within one working day, (or 24 hours), and within a timeframe which is appropriate for your care needs.



Please continue to telephone the Practice if you do not have access to the internet. A member of the Reception Team will complete the Anima form with you over the phone. The process will be the same regardless of whether you make your request online, on the phone, or in person at our reception desks – meaning you can feel free to contact us in whichever way suits you best.

This change is designed to improve ease of access for patients, continuity of care and how we prioritise those patients who need our help the most.

Thank you for your understanding, and we are happy to receive feedback about how you have found these changes.



Derbyshire Mental Health Helpline

Since April 2024, people in Derbyshire have been able to contact the 24/7 Mental Health Helpline in two ways, by calling an 0800 number or through NHS 111.

From 1st July 2026, this will change. The helpline will only be available through NHS 111. To use it, call 111 and select the mental health option (option 2 in Derbyshire).

The 0800 number (0800 028 0077) will be switched off on this date. If this number is dialed after 1st July 2026, you will hear a message telling you to call 111 instead.

This change follows guidance from NHS England to use a single number nationwide.

Calling 111 and choosing the mental health option connects you directly to your local helpline team. They can provide advice and tell you about support services in your area.

Using one number also helps staff manage calls more efficiently, so they can respond more quickly.

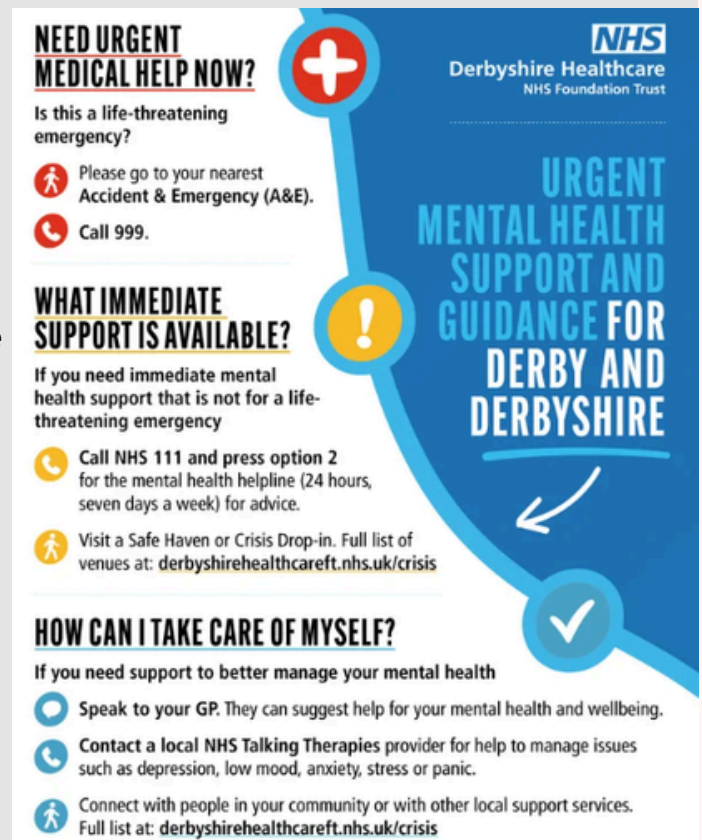
The dedicated phone line for health and social care professionals will not change and will continue to work as usual.

Support for the Deaf community will also stay the same. You can contact 111 using the SignVideo app or website. This connects you to a British Sign Language (BSL) interpreter, who will ask for the name of your nearest town or city.

The helpline is just one option for urgent mental health support. There are also crisis drop-in services and safe havens available locally.

More information can be found on the Derbyshire Healthcare NHS Foundation Trust website.

<https://www.derbyshirehealthcareft.nhs.uk/>



NEED URGENT MEDICAL HELP NOW?
Is this a life-threatening emergency?

- ➡ Please go to your nearest Accident & Emergency (A&E).
- ☎ Call 999.

WHAT IMMEDIATE SUPPORT IS AVAILABLE?
If you need immediate mental health support that is not for a life-threatening emergency

- ☎ Call NHS 111 and press option 2 for the mental health helpline (24 hours, seven days a week) for advice.
- ➡ Visit a Safe Haven or Crisis Drop-in. Full list of venues at: [derbyshirehealthcareft.nhs.uk/crisis](https://www.derbyshirehealthcareft.nhs.uk/crisis)

HOW CAN I TAKE CARE OF MYSELF?
If you need support to better manage your mental health

- 🗨 Speak to your GP. They can suggest help for your mental health and wellbeing.
- ☎ Contact a local NHS Talking Therapies provider for help to manage issues such as depression, low mood, anxiety, stress or panic.
- ➡ Connect with people in your community or with other local support services. Full list at: [derbyshirehealthcareft.nhs.uk/crisis](https://www.derbyshirehealthcareft.nhs.uk/crisis)

URGENT MENTAL HEALTH SUPPORT AND GUIDANCE FOR DERBY AND DERBYSHIRE

NHS Derbyshire Healthcare NHS Foundation Trust



Looking After Your Mental Health When You Are Neurodivergent

Looking after your mental health is important for everyone, but neurodivergent people may face additional challenges such as sensory overload, social pressures, disrupted routines, and burnout. These experiences can have a significant impact on emotional well-being.

A helpful new leaflet shares practical ideas for supporting mental health in ways that recognise and respect neurodivergent needs.

Some useful strategies include understanding your personal triggers, creating routines that feel manageable, taking time to rest and recharge, supporting sensory needs, and seeking out understanding and supportive relationships.

It is also important to remember that mental health support should be personalised. What works for one person may not work for another, and reasonable adjustments can help ensure care is accessible and effective.

If your mental health is affecting daily life, speaking to your GP or local wellbeing services can be an important step toward getting the right support.

We encourage patients, families, and carers to read the leaflet for practical advice and reassurance on looking after mental health in a neurodivergent-friendly way.

Please read the leaflet [here](#).



Changes to long-acting reversible contraceptives

Recent NHS and Faculty of Sexual and Reproductive Healthcare (FSRH) guidelines have extended the effective lifespans of key long-acting reversible contraceptives (LARCs). Because these devices are highly effective beyond their original licensed timeframes, you may not need your contraceptive implant or coil replaced as early as you originally thought.

Key long-acting reversible contraceptives (LARCs) changes:

Contraceptive Implant (Nexplanon)

This can now cover you for contraception for 5 years (previously 3 years).

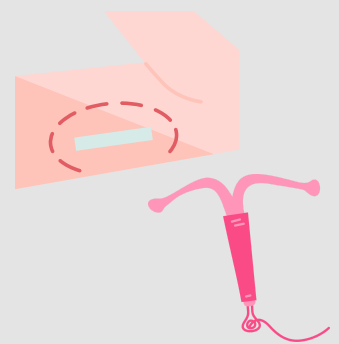
Intrauterine System (Mirena Coil)

This can now cover you for contraception for 8 years (previously 5 years).

If you are using this as part of HRT for heavy bleeding, it still needs changing at 5 years.

If you are unsure when your device was fitted, you should contact your registered GP or your local sexual health clinic for individual advice.

More information: <https://www.nhs.uk/contraception/>



NHS maternity self-referral service

A maternity services finder is now available to help women self-refer directly to their preferred maternity service to start their NHS pregnancy care.

By completing **this form**, mums-to-be can now refer themselves directly to their local maternity service without seeing a GP first.

This NHS England service enables families to choose which NHS Trust to refer themselves to, helping them to meet their midwife and begin NHS pregnancy care as early as possible.

While most women do not need to see a GP before they start their pregnancy care with their midwife, anyone can still request to see their GP if they'd like to.

Those with other health conditions will still be encouraged to meet with their doctor to discuss any changes to their existing care.



Keeping hydrated can help urinary tract infections (UTIs)

During the summer months, there can often be an increase in the number of UTIs in adults caused by dehydration. Keeping hydrated in the hot weather is essential in maintaining overall health and well-being.



It is recommended to drink at least 6-8 mugs/glasses per day, and you can achieve this by having a full glass of water with medication, a drink at each meal, and additional drinks throughout the day.









You could also have food high in fluid, such as jelly, ice lollies or watermelon.

Signs of dehydration can include:

- dry skin, lips, or mouth;
- headaches;
- new confusion or drowsiness.

Please click on the links for further NHS information on **dehydration**, **water**, **drinks** and **hydration**.



Are you drinking enough?		
Colours 1-3 suggest normal urine		
1		Check the colour of your urine against this colour chart to see if you're drinking enough fluids throughout the day.
2		
3		If your urine matches 1-3, then you're hydrated.
Colours 4-8 suggest you need to rehydrate		
4		If your urine matches 4-8, then you're dehydrated and you need to drink more.
5		
6		If you have blood in your urine (red or dark brown), seek advice from your GP.
7		
8		Please be aware that certain foods, medications and vitamin supplements can change the colour of urine.



Patient Participation Group

As you may have noticed, the Patient Participation Group (PPG) has not held a meeting for some time.

As a practice, we remain fully committed to supporting a PPG. In recent years, we have hosted and chaired several meetings ourselves, which has naturally resulted in these being practice-led rather than patient-led. However, a PPG is intended to be organised and driven by patients, with the support of the practice team.

We are writing again to ask whether any members of our Patient Participation Group would be willing to step forward as an interim or temporary Chair or Secretary for the group.


Your involvement would play a key role in helping to revitalise the PPG, enabling it to meet regularly (either online or face to face), share ideas, and strengthen the relationship between patients and the practice. Even temporary support would make a significant difference and help us continue moving the group forward positively.


These roles do not need to be long-term commitments.

If you may be interested, or would simply like to find out more about what the roles involve, please contact the practice by emailing us at: ddicb.wrhcpatientinformation@nhs.net

We truly value the support and input of our PPG members and hope we can work together to continue developing the group for the benefit of all patients.



 **We'd love to hear from you!**
If you'd like to get involved or find out more, please contact the practice team.

 **WELBECK ROAD HEALTH CENTRE**
Working together for a healthier community

Practice News

Friends and Family Feedback: May 2026

175 responses in total

120 reviews out of 175 are **extremely likely** to recommend us (71.4%)

9 reviews out of 175 are **unlikely & extremely unlikely** to recommend us (less than 4%)

- Was treated with respect and felt listened too. was made to feel at ease. I do have issues when being examined but was asked numerous times if I felt comfortable or did I need a chaperone. I did feel comfortable because they took time to make sure I was at ease and that meant a lot
- I got an appt the same day and referred on to xray just over a week later. Doctor was very good. I must add that I have had similar experiences in the past. I am very happy with the service you provide
- I've only been at the surgery a short time but found it to have been a better system so far compared to my old surgery. And the doctors I have seen /spoke with have been friendly and informative.
- The environment is clean and tidy.

Reception Staff are always friendly, helpful and professional.

Phlebotomists - always had a good experience.

Care Professionals - professional and approachable

Dr's - I haven't seen GP in over a year, but my last experience was with Dr. Harrington.

She supported me when I was experiencing an escalation in frequency and severity of pain.

She formulated a plan and followed through with telephone consultations.

Ultimately I came off medication to reset my body but now unfortunately need to consult again and I would like the opportunity to have the care of Dr Harrington again

Staff Updates

Claire Edge, who has been our wonderful rota queen for the last five years, is leaving.

Beth, who is one of our receptionists and results admin, is taking her place.

We are sure that Beth will excel in this role!

Thank you to those who took the time to read our newsletter. Please email any suggestions to: ddicb.wrhcpatientinformation@nhs.net. This email inbox is not monitored.

Do not send any medical requests.

