



### Lost Appointments - October 24

**Please let us know if you cannot attend!**

GP/ANP	6.5 Hours
Nurses/HCA	34 Hours
Physiotherapist	16 Hours

DNA (did not notify) 301 appointments.

We have a designated cancellation line where a message can be left. This is by dialling the practice number and pressing **option 2**. Alternatively, cancellations can be submitted via the online Dashboard.

### Xmas Opening Hours.

Xmas Eve both surgeries **close at 4pm**

**Closed** Wednesday 25<sup>th</sup> and Thursday 26<sup>th</sup>  
December 2024

New Years Eve both surgeries **close at 4pm**

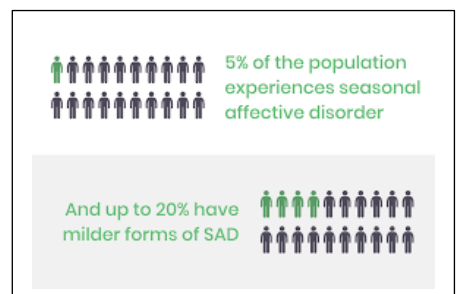
**Closed** Wednesday 1<sup>st</sup> January 2025

The out of hours services of 111, A & E and the Derby Urgent Care Centre will still be operational in the event of a medical emergency that cannot wait until surgeries reopen.

## Seasonal Affective Disorder Awareness (SAD)

SAD is a mood disorder, common in people whose mental health is generally good through the rest of the year, and comes and goes in a seasonal pattern (late autumn/early winter)

<b>SYMPTOMS</b>	Poor concentration, sad/down most days, loss of interest, low energy & sluggish, over sleeping, carbs cravings, weight gain.
<b>CAUSES</b>	Effects of light, disruption to body clock, weather, temperature, issues with melatonin & serotonin.
<b>TREATMENTS</b>	Light therapy, psychotherapy, medications.
<b>SELF HELP</b>	Talk, write in a diary or journal, allow time for relaxation, prioritize physical health, access GP support.
<b>CONTACTS</b>	<a href="https://www.anxietyuk.org.uk">Anxiety UK 03444 775 774</a> or <a href="https://www.anxietyuk.org.uk">anxietyuk.org</a> <a href="https://www.thecalmzone.net">thecalmzone.net</a> or <a href="https://www.thecalmzone.net">0800 58 58 58</a>



## Employee of the month

Well done to our lovely Office Supervisor **Jess** for being nominated by her colleagues as DVMP's employee of the month! Not only is Jess an IT whizz, but she has helped create our new Dashboard which is now live and updates our many patients daily with useful information over social media. Thank-you Jess!!



## New Staff Updates

A very warm welcome to **Chrissie** who joins the reception team across both sites.

And a fond farewell to our lovely **Practice Nurse Karen**, who has retired after nearly 45 years of service in the Nursing profession. **Karen** started out as a nursery nurse in 1977 at the Nightingale Maternity Home. A move to the Special Care Baby Unit was the inspiration behind training as a Registered Nurse. **Karen** then spent 21 years at the old DRI before joining DVMP in 2002. What an amazing career. We will miss you **Karen** xx

## Make the right choice



### 999 or Emergency Department

Only in a life-threatening emergency: heavy bleeding, unconsciousness, severe breathing difficulties.

### Urgent Treatment Centre

Urgent but not life-threatening: sprains, fractures, minor burns, skin infections.

### GP surgery

Persistent symptoms or long-term conditions: pains, minor mental health concerns, sudden changes in wellness.

### Pharmacy

Feeling generally unwell: fevers, aches & minor pains, stomach upset, skin rashes.

### NHS 111

Need urgent help but it's not an emergency: confused about where to go, need general advice, unsure how severe it is.

### Self-care

Common ailments and illnesses: colds, grazes, minor cuts, hangovers, sore throats, minor headaches.

Follow Us on social media:



<https://www.facebook.com/derwentvalleymedicalpractice>