

# DERWENT VALLEY MEDICAL PRACTICE

Newsletter  
August 2026

## PRACTICE NEWS

### EMPLOYEE OF THE MONTH

CONGRATULATIONS  
TO OUR EMPLOYEE  
OF THE MONTH FOR  
JULY, SOPHI!

FOR HER  
CONTRIBUTION AND  
COMMITMENT TO  
PERSONAL  
DEVELOPMENT WITHIN THE PRACTICE. SOPHI  
HAS RECENTLY COMPLETED AND SUCCESSFULLY  
PASSED HER SMEAR TRAINING AND IS  
ENTHUSIASTIC TO TAKE ON MORE LEARNING TO  
DEVELOP HER ROLE.



NHS Talking Therapies can treat common anxiety conditions. If you're struggling with obsessions and compulsions, anxiety in social situations, flashbacks of a traumatic event or with panic attacks, obsessing about your appearance, or a phobia – being able to get on with your life again is cause for celebration.

NHS Talking Therapies treatment involves talking to a trained professional about your thoughts, feelings and behaviours. Treatment can be in-person, on the phone or an online course. It gives you practical skills and techniques to overcome a range of mental health conditions like obsessive compulsive disorder (OCD), social anxiety disorder, post-traumatic stress disorder (PTSD), panic disorder, body dysmorphic disorder (BDD) and phobias.

NHS Talking Therapies are effective, confidential and free treatments that can also be delivered in your chosen language – including British Sign Language (BSL), and for those whose first language is not English, via multi-lingual therapists or confidential interpreters. Find out more, or refer yourself at [nhs.uk/talk](https://nhs.uk/talk)



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## Important update

### Missed Appointments (DNAs) Continue to Rise

UNFORTUNATELY, WE HAVE SEEN A CONTINUED INCREASE IN THE NUMBER OF DID NOT ATTEND (DNA) APPOINTMENTS ACROSS THE PRACTICE. EVERY MISSED APPOINTMENT REPRESENTS VALUABLE CLINICAL TIME THAT COULD HAVE BEEN OFFERED TO ANOTHER PATIENT IN NEED. WITH DEMAND FOR APPOINTMENTS REMAINING HIGH, IT IS MORE IMPORTANT THAN EVER THAT PATIENTS LET US KNOW IF THEY ARE UNABLE TO ATTEND SO THAT WE CAN MAKE THE APPOINTMENT AVAILABLE TO SOMEONE ELSE.

WE WOULD LIKE TO REMIND ALL PATIENTS THAT APPOINTMENTS CAN BE CANCELLED QUICKLY AND EASILY BY CONTACTING THE PRACTICE, USING ONLINE SERVICES WHERE AVAILABLE, OR RESPONDING TO APPOINTMENT REMINDERS. EVEN A FEW HOURS' NOTICE CAN MAKE A SIGNIFICANT DIFFERENCE AND ALLOWS US THE OPPORTUNITY TO OFFER THE APPOINTMENT TO ANOTHER PATIENT.

THERE HAS BEEN SOME POSITIVE NEWS IN RELATION TO OUR NURSING APPOINTMENTS. OUR RECEPTION TEAM HAVE BEEN CONTACTING PATIENTS AHEAD OF ALL NURSE APPOINTMENTS, AND WE ARE PLEASED TO REPORT THAT THIS PROACTIVE APPROACH HAS RESULTED IN A SIGNIFICANT REDUCTION IN NURSE APPOINTMENT DNAs. WE WOULD LIKE TO THANK PATIENTS FOR ENGAGING WITH THESE REMINDER CALLS AND HELPING US TO MAKE THE BEST USE OF OUR NURSING TEAM'S TIME.

HOWEVER, DESPITE THIS IMPROVEMENT, DNA RATES FOR PRE-BOOKABLE GP APPOINTMENTS, PHYSIOTHERAPY APPOINTMENTS, AND WIC APPOINTMENTS CONTINUE TO INCREASE. WE ARE ASKING ALL PATIENTS TO HELP US REDUCE THESE MISSED APPOINTMENTS BY CANCELLING AS SOON AS POSSIBLE IF THEY ARE NO LONGER REQUIRED. BY WORKING TOGETHER, WE CAN ENSURE THAT APPOINTMENTS ARE AVAILABLE FOR THOSE WHO NEED THEM MOST AND HELP THE PRACTICE CONTINUE TO PROVIDE TIMELY CARE TO OUR COMMUNITY.

Our Online Booking System is open during practice opening hours.

To find out more information on our new appointment system please scan the QR code.



### August Half Day Closure

We will have our monthly Half day closure, August the 19th. the Practice will be closed from 13.30pm and we will reopen, 08.00am Thursday the 20th, if you require assistance during this time please contact NHS 111 for help or advise.



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