



# PARKSIDE SURGERY NEWSLETTER

## JULY 2026

We are sad to say goodbye to Dr Alice O'Brien who is leaving us at the end of July. We wish her all the best for her future.

We are pleased to welcome a new patient service co-ordinator who will be joining our reception / admin team in July. Please bear with her whilst she is training.

We would like to say a huge congratulations to Dr Schofield who has recently got married!

Telephone calls:

For the month of May we received 6,290 calls, of these we answered 4,880. 1,410 calls were abandoned by the caller before they entered the queue.

We answered 4,490 calls from the queue – callers were waiting approx. 3 minutes for their call to be answered. We missed 390 calls and of these 39 were callers who tried more than once.

Our callback service was used 411 times and 395 of these were successful, the remaining 12 were not answered when we tried to contact.

Please help us by either remaining in the queue or if you are unable to wait, please use the call back service. The call back service keeps your place in the queue and we will leave you a message if we haven't been able to speak with you.

### Citizens advice

Citizens advice are a charity for the local community, giving free, confidential, independent and impartial advice to everyone living and working in Amber Valley.

Every Monday afternoon, citizen's advice offer a clinic at the surgery for Parkside Surgery patient's.

What do they offer:

**Money Advice Service:** offer tailored, person-centred budgeting advice. They can help you manage your finances, improve financial resilience and help you to make informed decisions about our money.

**Help with debt issues:** council tax arrears, credit card debt, rent arrears and other priority and non priority debt.

**Energy related issues:** including but not limited to: Access to grants and schemes, understanding bills, fuel vouchers, energy efficient measure, smart meters and new technology.

**"9 out of 10 people who contacted Citizens Advice said that we helped them find a way forward and 3 in 4 of those people said they could not have resolved their issues without our help and advice"**

## Alcohol awareness week

**Alcohol Awareness Week** is a week of awareness-raising, campaigning for change, and more. The next Alcohol Awareness Week takes place from 6-12 July 2026 on the theme of 'Alcohol and me'. This year they are inviting a different conversation and asking: how might alcohol truly be impacting our lives and what can we do about it?

Men and women are advised not to drink more than 14 unites a week on a regular basis. 14 units is equivalent to 6 pints of average—strength beer or 10 small glasses of lower strength wine. It is advisable to spread your drinking over 3 or more days if you regularly drink as much as 14 units a week.

Try to have several drink-free days each week.

The benefits of drinking less alcohol:

- ◇ Feeling better in the mornings, feeling more energetic and less tired during the day.
- ◇ Sleeping better (alcohol can disrupt sleeping patterns)
- ◇ Better looking skin
- ◇ Better weight management.

Cutting down can help lower your risk of serous conditions linked to drinking too much such as:

- ◇ Cancer
- ◇ Diabetes
- ◇ Dementia
- ◇ Stroke
- ◇ Heart, liver and Kidney problems

Drinking can worsen symptoms of depression and anxiety.

Need help to cut down on your alcohol intake?

Live life better Derbyshire are the best place to start and get help to cut down on alcohol. Visit their website for more information: <https://www.livelifebetterderbyshire.org.uk/services/alcohol-awareness/alcohol-awareness.aspx> or click the link: [Alcohol awareness - Live Life Better Derbyshire](#)

## VIRTUAL PATIENT PARTICIPATION GROUP

**Would you like to be more involved with the GP surgery and help us to shape and improve the service we offer?**

We are looking for patients who would like to join our Virtual Patient Participation Group.

We would send our practice newsletter on a monthly basis. We may contact you for feedback on the services we provide or any changes that we may be making. If this is something that you would be interested in, please contact us on the email address:

**[ddicb.c81053-reception@nhs.net](mailto:ddicb.c81053-reception@nhs.net)**

We look forward to hearing from you!