

## Pinfold Medical Practice's PPG April 2025 Newsletter


Contact us via **reception** or the **suggestion box** in the practice foyer

Email: [nencicb-cd.pinfoldppg@nhs.net](mailto:nencicb-cd.pinfoldppg@nhs.net)

Hi All,

Recently, I have enjoyed very interesting conversations with local people. Firstly, a GP & Lifestyle Practitioner is offering a great serenity retreat for anyone over 18 who is struggling with their physical or mental health – details on the right.

I also spoke with general manager and community leader, Amanda Raine, who runs a charity called Teesdale Day Clubs. They offer support and information for all Teesdale people over 18. The Teesdale Day Club like to encourage people to socialise, particularly through their lunch clubs. I hear there is a superb chef at Woodland Village Hall who rustles up a 3-course meal and two hot drinks for £8.00. This happens every Monday between 11am-2pm, even on bank holidays. If you are interested in trying out this gastronomical delight and perhaps take the opportunity to meet new people or catch up with friends or neighbours then make contact with Teesdale Day Clubs on 01833 695822 or email [Teesdaledayclubs@gmail.com](mailto:Teesdaledayclubs@gmail.com) or [contact@Teesdaledayclubs.org.uk](mailto:contact@Teesdaledayclubs.org.uk)



**Over 18 struggling with your physical or mental health?**

Learn how Connecting with Nature improves Wellbeing

Free interactive 2.5 hours in beautiful outdoor surroundings  
4th 12th & 18th June 9.30-12.30

Lead by Lifestyle Medicine Practitioner & local GP with 30years experience

Serenity Therapy in Nature Registered Charity  
Killerby DL2 3UH  
[www.serenitysth.org](http://www.serenitysth.org)  
[info@serenitysth.org](mailto:info@serenitysth.org)  
07789640421

Finally, I caught up with Ian Cardy, a former nurse, who is responsible for the guidance which has supported the recent changes at Pinfold Medical Practice. This is what he shared with me.

*I have been a nurse for almost 40yrs, 26 of those spent working clinically in secondary care. I worked on a variety of wards including 15 years in operating theatres as a charge nurse in anaesthetics and recovery. I then moved my career toward Clinical informatics which means understanding how technology could benefit both patients and staff. I primarily worked as the link between the clinical world, the latest technology and patient focus.*

*My work at the Queen Elizabeth Hospital included developing a team of likeminded clinicians where we set about modernising technology within secondary care. A major part being to improve communication between primary and secondary care. This work also enabled digital communication between patients and relatives during the Covid 19 pandemic when relatives were unable to visit their loved ones.*

*I currently work for NECS which is an NHS organisation who supports digital development across the whole of the NHS. I have been working with Pinfold Medical Practice as part of the General Practice Improvement Programme (GPIP). This is a national initiative supporting local practices make the best use of digital tools at their disposal. Dee Chennenahalli applied to the programme and was successful in gaining a place.*

*The overall aim is for people like me to visit practices to get an understanding of what is needed from both a staff and patient perspective and then help to design the changes that will improve the service for patients. This only works if the staff buy into the changes. Pinfold staff have absolutely bought into the changes and hopefully patients are already seeing the benefits.*

*Ian Cardy*

There is a **regional Medicines campaign** going on in our area at the moment with the NHS in North East and North Cumbria wanting to hear from you. More specifically, about the budget for medicines that are prescribed in this area. They want to make sure people get clear and useful information about how to order repeat prescriptions and prevent over-ordering of medicines. This is especially important for people who take more than one medicine regularly.

They would love to hear from people aged 40 to 80 who live in North East or North Cumbria and take medicine for long-term health conditions (such as diabetes, arthritis, high blood pressure and others). You can [access an online set of questions](#) to share your views about the leaflet that is being developed. **Please share your comments back with us by Friday 18 April** to make sure they are included.

I was heartened recently when reading a couple of articles outlining postal and digital appointments and communication issues affecting 1 in 5 patients in the last 12 months. Together, the Patient Association, Healthwatch England and National Voices have voiced their concerns on appointment letters arriving after the appointment date causing further admin workload, confusion and added patient anxiety.

A joint open letter from the Royal Mail; NHS England; NHS Providers; National Voices and the Patients Association has now been sent to Dame Melanie Dawes, Chief Executive of Ofcom on 10<sup>th</sup> April 2025 regarding the proposals to reform the universal postal service. The authors are requesting a dedicated NHS-specific barcode, introduced by the Royal Mail to enable priority letters avoid service disruption. This will allow appointment letters to be tracked and identified where delivery standards are not met. An announcement is expected in the summer.

**Reminder: Durham County Council live consultations can be found on -**  
[www.letstalkcountydurham.co.uk](http://www.letstalkcountydurham.co.uk)

Stay healthy,  
Bernadette Hunt – Pinfold's PPG Chair