

York Medical Practice Patient Group

Patient's Newsletter – No 6

March 2018

Stress and anxiety event October 18, 2017

This event was the second health event organised by the Patient Group held at the Practice. It was again organised by a member of the Patient Group with valuable help from Practice staff. It was open only to patients from the Practice. The idea was to give participants some ideas about making them feel better about themselves and how to manage stress and anxiety.

The speakers were from Richmond Borough MIND, Off the Record, Twickenham, St Mary's University and Richmond Borough Wellbeing Service, Each speaker described what their organisation does and what they can offer to those who need their help and each spoke for approximately 10 minutes. This gave time at the end for questions.

In all 23 people attended with several GPs and two nursing staff also attending. Afterwards one or two people indicated that they would be interested in the Practice setting up more talks on stress and anxiety on other health matters such as long term conditions.

The Patient Group ran another event in February this year which was for Carers and how they can look after their own health.

If you would like to suggest a topic for a future event please let the Patient Group know via the York Medical Practice website where the Patient Group has its own page.



RUILS

RUILS, based in Teddington, is a user-led charity supporting individuals irrespective of age, disability, impairment, health or capacity, allowing them to live independently at home and in the community.

Since July 2017 the Practice has been part of a befriending pilot scheme with RUILS - a number of patients have been referred by the practice to the service. Each client is matched to a befriender who visits the client in their home, provide company and support by accessing activities and services in the community which would help. This has been a really successful pilot scheme with 50% of the patients we referred engaging with the service, and feedback from the patients and RUILS has been really positive about their experiences. Patients can refer themselves to the service by calling 020 8831 6083 or emailing info@ruils.co.uk. You can also help RUILS by becoming a befriender by dialling 020 8831 6083 or emailing volunteering@ruils.co.uk for more information.

YMP Patient Health Walks

The Patient Group has been organising health walks for patients since June 2017. We are letting you know about the dates for the next two walks:

1. Friday **20th April** 2018 at 10.30 from the Practice
2. Friday 8th **June** 2018 at 10.30 from the Practice

We previously had walked along the river from Twickenham to Richmond Bridge. On our last walk in February we walked at a leisurely pace for about 50 minutes from at the Practice in Oak Lane to the River Crane at its junction with Mill Road. These walks are a great opportunity to meet up with other patients who want to improve their health and fitness by walking. Next time we will go further up the River Crane to Hospital Bridge Road then in June to Gunshot Tower and the nature reserve. We have devised the walks so that anyone who cannot complete the whole walk can leave at Mill Road or Hospital Bridge Road and get a bus back to Twickenham.

If you want to join us for either walk, phone the Practice and tell Reception you want to be added to the list OR just come to the entrance area of Practice at 10.25am on the day



Flu Jabs 2018

Although it is early in the year to be thinking about flu jabs we are letting you know that for 2018 the vaccinations will be available from mid-September but you will be able to book your appointment from the beginning of August.

This year, following NHS England guidance, the Practice will be giving two different types of vaccination: one for at-risk groups aged 65 and under, and another for people over 65. You will be able to book an appointment in one of our flu clinics. Alternatively the Practice will be offering a walk-in service and more details about making an appointment will be on the practice Website in July.



Dialling NHS 111 – for urgent medical concerns

If you're worried about **an urgent medical concern**, you can call 111 to speak to a fully trained adviser 24 hours a day, 7 days a week. They will ask questions to assess your symptoms and, depending on the situation, will then:

- give you self-care advice
- connect you to a nurse, emergency dentist or GP
- book you a face-to-face appointment with a GP if they think you need one.
- send an ambulance directly, if necessary. If this happens there will someone waiting for you at the hospital to deal with you right away
- direct you to the local service that can help you best with your concern

For less urgent health needs, contact your GP or local pharmacist.

Accessibility

Do you, or anyone you are a carer for, have a condition which means you cannot easily access the Surgery's services? It is not just about physical access to the building but about any condition which may prevent your visit being successful.

If you have already let the Practice know of your condition it will have been flagged up in your medical records. If not, you should contact Reception to let them know. Reception will then update your record to help you in future.



ARRIVALS AND DEPARTURES

Hannah Dyson – Has joined us as a General Practice Nurse. Hannah used to work at the Practice as a Health Care Assistant, and has successfully completed her BSC in Adult Nursing in February. We are delighted to have Hannah back at the Surgery.

Dr Victoria White – is going on Maternity Leave as of March. During her time off Dr Sarah Britton will be increasing her sessions at the Practice.

Dr Sabreena Johal (GP Registrar) – is now on maternity leave and is expecting twins!

This Newsletter has been produced by the Patient Group to provide information which could be relevant to you but of which you may not have been aware. If you have any comments or suggestions about how the Patient Group can support you or other patients please let us know via email: patientgroup.yorkpractice@nhs.net.