

York Medical Practice Patient Group

Patient's Newsletter – No 8

April 2019



The York Medical Practice Patient Group.

The York Medical Practice Patient Group (PG) was set up to represent patients' views about the Surgery to the Practice doctors and to help improve patient care.

- We meet with a senior GP, the Practice Manager and a senior nurse every two months,
- publish minutes of our meetings on the PG part of the York Medical Practice website,
- set up and run events on particular health concerns of patients
- organise health walks from the Surgery for patients bi-monthly, and
- publish a twice-yearly newsletter.
- some of us represent patients on borough wide health committees

We are looking to recruit new members to our Patient Group committee.

If you would like to join us, drop a note to the Reception desk at YMP. The note should contain the following:

Name, contact email address and date of birth plus why you want to become a member of the committee.

We very much look forward to adding new members to our group.

THE HUBS



The Hubs have been set up to offer additional booked GP appointments from 8am-8pm, seven days a week. There are two Primary Care Hubs, one in Teddington Memorial Hospital and one in Sheen Lane Health Centre. It means that extra appointments are now available every day, making 585 additional appointments each week to the residents of our borough. These appointments are particularly useful for people who find it difficult to attend the Surgery during normal opening hours.

If you want to make an appointment for a Hub consultation you should ring the Surgery as usual. The doctor working at the Hub is able to access your own medical records.

Where are the Hubs?

- 1 Teddington Memorial Hospital
Hampton Road
Teddington, TW11 0JL, and
- 2 Sheen Lane Health Centre
70 Sheen Lane
East Sheen, SW14 8LP.

What to do when the Practice is closed?

For adults and children that require a GP appointment or **non-urgent** treatment when the practice is closed please call **111**. You will be triaged by the call handler who will manage your call accordingly. If necessary, **111** will book you an appointment with the Out of Hours GP or at the Urgent Treatment Centre at Teddington Memorial Hospital.

In the event of an emergency for you or your child call **999**.



RUILS

Ruils is a local charity, based in Teddington, which supports children and adults with disabilities and the elderly to live independently, be part of their community and to live life to the full. Ruils provides information, advice, befriending and activities to their clients and their families.

Ruils can offer

- Information and advice on health & social care,
- Inclusive activities – there is a choir, art groups, creative writing.
- Family Support for parents with children with additional needs and disabilities
- Befriending for young disabled people, disabled adults & the elderly
- Support for adults and older people to choose and set up support and care
- Independent Support for children/young people and their families who are going through the SEN process

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

National Data opt-out Programme

The National data opt-out was introduced on the 25th of May 2018. It allowed patients to opt out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her review of Data Security, Consent and Opt-outs.

If you do **not** want your data to be used you should be aware that **you** are responsible for opting out. You can opt out online, by phone or by post. Find more about the NHS opt-out service at www.nhs.uk/your-nhs-data-matters/manage-your-choice.

Community Pharmacy for Patients

What your local Pharmacy can do for you? The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

For more details visit the NHS website NHS.uk and click on 'Services near you'

YMP Patient Health Walks

Maggie, who is on the Patient Group, has been organising health walks for patients since 2017. We are letting you know about the date for the next walk:

1. Friday 14th June at 10.30 from the Practice (This is during Patient Participation Week)

If you want to join us for the walk, phone the Practice and tell Reception you want to be added to the list OR just come to the entrance area of the Practice at 10.20am on the day.

There will be another walk at the beginning of August and the information will be on the YMP website.



ARRIVALS AND DEPARTURES

Dr Flora Cust – has started her training placement at the practice. Her working days are Tuesday, Thursday and Friday.

Karen Tubby – joined the practice as a Medical Administrator in December. Karen has experience of working in Healthcare in her previous role at West Middlesex Hospital.

Dr Victoria White – Returns to the Practice in April following her maternity leave.

Rimpy Kapoor – After working at the practice for 2 years as a Medical Administrator, Rimpy has relocated to Birmingham.

Dr Yvette McGovern and Dr Dorota Kucharczyk have completed their 6 month GP Registrar placements with the practice and have now moved on to the next part of their training based in hospital.

LIVING WITH LONG TERM HEART AND LUNG CONDITIONS

At the practice on May 8th, from 6.30 -7.45pm, there will be an event for those of us living with long term heart and lung conditions. We have speakers from the YMP, Ruils, The Wellbeing Service and Local Respiratory Care Physiotherapy. Do join us to find out about possible help and support for these conditions. For further details please see the posters in the YMP and on the YMP website.