

York Medical Practice Patient Group

# Patient's Newsletter – No 9

October 2019



## COME AND JOIN THE YORK MEDICAL PRACTICE PATIENT GROUP

AND HELP MAKE OUR SERVICE EVEN BETTER

As a member of the Patient Group you will:

- share any comments/suggestions and ideas with other members of the Group and the Practice at bi-monthly meetings. We discuss how the Practice could make the service better for patients. Our meetings are held on the last Tuesday in January, March, May, July, September and November.
- have the opportunity to work alongside fellow patients to arrange Health Promotion Events.
- support the creation of a twice-yearly Newsletter and Patient Engagement documents

For more information or to express your interest in joining please email:

[patientgroup.yorkpractice@nhs.net](mailto:patientgroup.yorkpractice@nhs.net)

## Richmond's NHS, Care and Support leaflet Produced by Healthwatch Richmond

Healthwatch Richmond, the independent champion for people who use the NHS or social care, have produced this important leaflet to help you find the help you need, when you need it. It was arranged that the leaflets be delivered to all residents in the borough but if you did not receive one, you can get one from the libraries or from Healthwatch itself.

The content is extremely useful for all residents and includes information under the following headings:

1. *Primary Care*: GPs and how to get the best from an appointment  
Pharmacies: What services they offer  
Dentists: Charges and how to find a dentist
2. *Urgent Care*: NHS 111 and Urgent Treatment Centres (UTC), what both Services are appropriate for.
3. *Emergency Care*: 999 and A&E Departments, and the location of A&E Departments
4. *Mental Health*: seven organisations that support patients and how to contact them
5. *Help & Complaints*: Patient Advice & Liaison Service (PALS) NHS complaints, Advocacy
6. *Social Care*: Adult Social Care & Safeguarding Adults and abuse, information and contact numbers.
7. *Support in the Community*: Community Independent Living Service (CiLS), Richmond Carer Centre, Citizens Advice Richmond, Age UK Richmond all giving information and contact details.
8. *Children's Services*: Achieving for Children, Children's Safeguarding, Help for children with special educational needs and disabilities

There are many changes in Public Health and Social Care. This leaflet is a valuable resource for every resident.

## NHS 111 is now online

As well as dialling 111 you can now access NHS 111 online allowing you to get urgent healthcare online.

### **How does it work?**

Visit [111.nhs.uk](http://111.nhs.uk) (for people aged 5 and over only) enter your age, sex, postcode and main symptom and you will be then asked a series of questions about your health

Depending on the situation you'll:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist or GP
- get a face-to-face appointment if you need one
- be told how to get any medicine you need
- get self-care advice

### **Patients' comments on Long Term Heart and Lung Conditions Event held at York Medical Practice on May 8<sup>th</sup> 2019**

This event was organised by members of the Patient Group with valuable help from our Practice Manager. It was open to patients from the Practice and had also been advertised to patients from other practices within the Borough

#### **The speakers were from:**

Richmond Upon Thames Independent Living Service, Ruils

Glyndwr Senior Nurse at York Medical Practice

HRCH Respiratory Care Physio

Richmond Borough Well Being Services

Each speaker gave a description of what their organisation does and what they can offer to those who need their support.

In addition Maggie Ennis from the Patient Group described the walks for York Practice patients that she set up following the event that was held on Diabetes in 2017

The number of attendees was 18, and 4 Patient Group members were present; Each talk was for approximately 10 minutes. The event was well received and one or two people indicated that they would be interested in the Practice setting up talks on other health topics.

#### **Feedback comments included:**

\* Being made aware of the different programmes of care in the Practice

\* A wellbeing and holistic approach to chronic illness

\* I will talk to my Doctor about Cardiac Rehab

\* Of great interest. Lots of information in a short space of time

*Report by Penny Alexander from the Patient Group.*

## Flu Jabs 2019

The Practice is now inviting all eligible patients to book an appointment for a flu vaccination. Flu can be more severe in certain people:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease) and
- children and adults with weakened immune systems

If you are in one of these risk groups you are more likely to develop potentially serious complications of flu, so the Practice recommends that you have a flu vaccine every year to help protect you.

As well as at the Practice, the vaccination will also be available at local pharmacies. This may be a more convenient option for some patients, but the Practice does encourage you to have your vaccination done at the Practice which buys enough vaccinations for every over 65 and "at risk" patient. During your flu appointment at the Surgery, unlike in other places, additional important information about you including your **blood pressure, height and weight** may be measured; and you can also have other vaccinations that you might be eligible for such as **Shingles or Pneumonia**.



## Arrivals and Departures September 2019

**Dr Caroline Wall** – will be leaving the practice in October. Caroline started at the practice as a registrar in 2014. After successfully completing her training Caroline was appointed to the practice as a salaried GP in 2016. Caroline will be hugely missed and the practice wishes her lots of luck in her new role.

**Dr Sarah Britton** – starts maternity leave as of early October.

**Dr Michael Maher** – joins the practice in September. Michael's working days will be Monday and Wednesday.

**Dr Sindhu Pathmabaskaran** – joins the practice in September. Sindhu's working days will be Thursday and Friday.

**Dr Sophie Lipscomb** – has returned from maternity leave and is continuing her training placement with us. Her working days are Monday, Tuesday, and Friday.

**Karen Tubby** left the reception team in July. **Nina Stone** and **Kelly Walters** joined the reception team in September.

## YMP Patient Health Walks

Maggie, who is on 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 4<sup>th</sup> October at 10.30am from the Practice
2. Friday 6<sup>th</sup> December at 10.30am from the Practice

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 10.20am on the day