York Medical Practice Patient Group

Patient’s Newsletter – No 11

**May 2022**

Hello everyone

This is our third Newsletter since the first Covid lockdown in March 2020.  Our Patient Group has continued to meet since then by means of Zoom meetings every two months. It meant we were able to be kept abreast of the progress of the vaccination programmes and to the changes that happened in the surgery and to the care we receive from the Practice which, during these difficult times, has been exemplary.

But as a result of criticisms of other surgeries in the national press and local surgeries on social media, Dr Watts wrote on 22nd February of the York Medical Practice:

*“Dear patients*

*The last 18 months have been amongst the most challenging for our country since the inception of the NHS, and the upcoming winter is likely to continue this trend.*

*We are now one of the largest practices in the area, and continue to grow and thrive, despite the challenges we all face. Our staffing levels have grown and evolved, and we have appointed new doctors, as well as a Physician’s Associate. Our nursing team continue to offer a very high level of experience and specialist skills.*

*In the light of recent negative coverage of GP services in certain sections of the national press, we wanted to take this opportunity to reassure you that we remain open for business, as usual.*

*Since May 2021, we have allowed you to choose face to face or telephone appointments, and we will continue to do so. Our waiting times for appointments remain very low compared to the national average, and we still maintain continuity so that you can regularly consult a practitioner of your choice.*

*All our specialist clinics such as family planning, INR, asthma and diabetes continue to operate as normal. We firmly believe in offering you choice about how you use our services, as well as giving you swift access for urgent problems when needed.*

*Our Covid vaccination programme continues, with more than 800 boosters given at our most recent clinic, and we continue to offer Flu vaccinations as we do every year.*

*Thank you for all your support and feedback. We will continue to provide high quality, accessible primary care services to our population, whatever the circumstances.”*

. NNHS **![C:\Users\JoyceJ\AppData\Local\Microsoft\Windows\INetCache\IE\ZL5BRB50\5296b73c11efa[1].png]() Arrivals and Departures**

**March 2022**

**Arrivals**: We have a new receptionist, Hannah Randall.

The three doctors on GP training rotation are Dr Jordan Shoesmith and Dr Paul Chapman. Dr Emma Grahame is returning from maternity leave at the beginning of April.

Practice Manager Lauren Hoadley is on maternity leave.

Dr Christopher Lambert will become a Partner from 1st April 2022.

**Departures**: Dr Paul Elgey who joined the Practice in 2010. On his departure Dr Elgey said:

“*In March 2022, after almost 12 years at the practice, I will be leaving The York Medical Practice. I have thoroughly enjoyed my time at the practice, working with some great colleagues and meeting some fantastic patients over the years.*

*A lot has changed in the NHS and particularly Primary Care during this period and I feel proud that the practice has been able to shape and adapt to local health needs of the community.*

*I feel I am leaving an amazing team and some wonderful patients and confident the practice will continue to flourish and provide exceptional levels of care.*

*Thank you to all the patients and colleagues that have made my time here so special.”*

# 111 online NHS 111 Online

NHS 111 online allows patients to get urgent healthcare online. It also helps to manage increasing demand on 111 telephone services.

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**Depression**

### Could you be depressed? There are many symptoms of depression, including low mood, feelings of hopelessness, low self-esteem, lack of energy and problems with sleep. The more symptoms you have, the more likely you are to be depressed. If you click on the link to ‘Depression’ on the first page of the Practice website ([yorkpractice.co.uk)](https://yorkpractice.co.uk/) you will be able to assess yourself.

There are Mental Health organisations in Richmond who may be able to help:

\***Richmond** **Borough** **Mind**

Telephone  02031379590

Email:         helpline@rbmind.org        OR  [rbmind.org](http://rbmind.org/)

\***Richmond** **Borough** **Mind** (for young people 12-25)

Email:       youth.service@rbmind.org

\***Richmond** **Wellbeing** **Service**

Telephone  02085485550

Email:         elft.rws@nhs.net

\* **Off** **the** **Record**  (for young people 11-24)

Telephone   02087441644

Email:         counselling@otrtwickenham.com