



Thanks for the paintings

We would very much like to thank the pupils of Green Hammerton and Tockwith primary schools for painting such beautiful pictures to decorate the Springbank Health surgeries.

Personalised Care

Over summer 2014, we will be starting a new scheme whereby we will be ensuring that all patients over the age of 75 have a named GP, accountable for their care.

We will be letting patients know who their named GP is before the end of June 2013. The idea of this scheme is to help continuity in the care of patients who have more complex needs. We also hope that this will reassure patients that there will be a single GP who can oversee the delivery of their care plan, something which can be quite complex given the various health professionals with which we liaise.

We will also go further than this, by providing some younger patients who have more complex care needs with a named GP. Most patients in this group will already have a GP who they know best, but we hope to expand this. The intended benefits of these schemes are to provide a more personalised service, with tailored care plans. It will also help us as GPs more closely monitor the quality of the out of hours care in the area. Patients will still be able to choose to see any GP, especially if they require an urgent appointment. However, we are implementing this new system to aid the planning of care in the long term.

Happy retirement, Dr Cox



In March we said a sad farewell to Dr Cox but wish her all the best on her retirement. She has worked at Springbank for 18 years and was much loved and respected by staff and patients alike. Dr Simpson (also pictured) came out of retirement for the day to present Dr Cox with a leaving present and flowers. She was keen to say how fortunate she felt to have worked here and that she would greatly miss the patients she cared for. She has got an active retirement planned, filled among other things with travels abroad and continuing her craft hobbies. She is being replaced by Dr Heather Pope, who starts working in April.

Our Medical Staff:

Dr A O'Donoghue
Dr R Tatham
Dr C Hallam
Dr J Hunter
Dr H Pope

Nurses:

Christine Edmond
Shona Harrington
Kyla Honing

Healthcare Assistant:

Louise Gibbs

Improved facilities...

March 2014 saw us introduce an updated phone system into the practice. This gives us more telephone lines into the practice and will make it that much easier to get through, especially at busier times. We would like to remind everyone that the reception is busiest first thing in the morning and that non urgent calls for queries and results are best saved until after 11am.

The new telephone system will also allow us to set up wifi internet access which we plan to have available to patients in the waiting room while they wait. These are some of the changes that we are making based on feedback we receive from patients.

Acting on feedback from patients, we can now accept credit and debit cards for payment. These card machines are present at both Green Hammerton and Tockwith and will hopefully make life more convenient. However, the banks do charge for this service and we are asking for a 50p contribution for each transaction via the card machines. Of course, we will continue to accept cash and cheques.

Please do continue to use the feedback forms at reception at both Green Hammerton and Tockwith. We are pleased to receive suggestions and, as you can see, will aim to continue to improve.

www.springbankhealth.co.uk

Repeat Prescriptions

In the last newsletter, we announced that patients are now able to order repeat prescriptions one month in advance. This has proved to be very popular and we are keen to make sure that everyone who has repeat prescriptions knows that they are able to take advantage of this system. When you collect your prescription, you can order your next month's prescription too, meaning fewer trips and you can be safe in the knowledge that when you run out of medication, your next lot will already be waiting for you at the surgery.

Keeping your records safe

At Springbank Health we are committed to keeping your medical records secure and confidential. Some patients have expressed concern about the government's plans to use medical records.

Health records play an important role in modern healthcare. They have two main functions. The primary function is to record important clinical information, which may be accessed by the healthcare professionals involved in your care. The secondary function is they can be used to improve public health and the services provided by the NHS, such as treatments for cancer or diabetes. Some lesser functions are to determine how well a particular practice or hospital is performing, to track the spread of, or risk factors for a particular disease and to help in clinical research to determine whether certain treatments are more effective than others.

Every household in the country should have received a letter through the post giving information about a national programme to access everyone's anonymised healthcare

record for the reasons outlined above. This will be led by the national health and social care information centre (HSCIC) and, as it stands, GP practices will not be allowed to opt out. There is currently a delay in implementing this programme whilst its security is being scrutinised. When health records are used in this way, your personal details are not given to the people who are carrying out the research. Only the relevant clinical data is given, for example the number of people who were admitted to hospital every year due to a heart attack. Individuals are able to opt out by letting us know and we can add a note to your record.

You may be interested in finding out more. The programme is outlined on the NHS choices national website, at www.nhs.uk/caredata.



Further refurbishment

We are making further improvements to the buildings over the next few months.

As we will be offering more appointments, we will need an additional consultation room and plan to make some internal changes at Green Hammerton to allow for this. This will enable an additional doctor or nurse to be available. We are also offering more appointments at Tockwith, with the facilities there being used near to capacity.

The outside of our surgery at Green Hammerton will be painted this summer and you may notice new signs being fitted at both Green Hammerton and Tockwith.

Unfortunately, there is no NHS funding allocated to us for this kind of modernising work, so we are having to raise funds ourselves and carry out the work piecemeal. However, as both sites are continuing to be gradually refurbished, we will always be aiming to keep disruption to a minimum.

These changes, along with a new telephone system and WiFi internet access, are guided by feedback from patients. If you have any suggestions as to how we can further improve our service, please let us know.



Welcome Dr Pope

Dr Heather Pope is our new GP, having started working here at Springbank Health in April. She qualified from Leeds Medical School six years ago and has particular experience in gynaecology and elderly medicine, as well as general practice, of course.

Dr Pope will be working six sessions a week, thereby increasing our capacity and flexibility to meet patients' needs. She is excited to be working at Springbank Health, commenting "I am thrilled to be here. All the staff and patients I have met so far have been very welcoming, and I'm looking forward to getting to know everyone better". In her spare time, Dr Pope enjoys walking her dog, cooking and gardening.

Act now for hayfever

It is that time of year again. First it's tree pollen in the spring, then flower pollen, then fungal spores into the late summer and early autumn. For many of us, that means runny noses and itchy eyes. Here are some tips for battling hayfever.

Take a daily antihistamine before 7.30am and find the one that works best for you (which may not be the same as the one that works for your best friend!)

Try a steroid nasal spray. These take longer than a few days to start to work and are also best used every single day, even on those days when the pollen count is low.

The pollen count is highest at the beginning and end of the day so try and stay indoors at these times.

Pollen can stick to your clothing and hair. Give your outdoor clothes a good shake before you come indoors.

Sunglasses can help to protect eyes from pollen as well as harmful UV rays. Wrap around styles are best for hayfever sufferers.

On hot, dry days, close your windows before 8pm, before the pollen count rises. Also, check your car is fitted with a pollen filter.

Our Opening Hours

The practice is open at the following times:

Monday 8am-8pm

Tuesday-Friday 8am-6pm

Tockwith branch is closed 12-2pm daily and on a Thursday afternoon.

Appointments can be made by calling us on 01423 330030. They can also be made online once you have registered for a password to enable this. We are always accepting new patient registrations.

Our appointments are split between pre-bookable appointments and appointments that can be booked on the day, usually reserved for more urgent matters.

Appointments can be made with a GP, practice nurse, healthcare assistant, midwife or health visitor and we also host chiropody, diabetic eye screening and warfarin testing.

Springbank Health
York Road
Green Hammerton

Tel: 01423 330030
www.springbankhealth.co.uk

Patient group update

Our patient participation group has expanded in the past year. It is chaired by Arnold Warneken and now has 12 patient members and 4 staff members. It is a forum led by patients, for patients, where we can discuss how to improve services.

As part of this process, the patient group conducted a survey in the winter. The full results of the survey can be found on our website: www.springbankhealth.co.uk. On the website, click on get involved and follow the link to 'reports'.

We were really grateful for the many positive comments received in the survey. It is often through the patient group that we are able to receive feedback and make changes, for example, updating our telephone system, accepting card payments, fixing carpark potholes, adopting a pre-ordering system for prescriptions. All of these changes have been led by patients.

As part of keeping everyone abreast of changes within the practice, we will continue to publish a newsletter at least twice yearly. Many patients have said they would like to receive this electronically.

Thanks to those who have provided us with their email address. If we do not already have your email address, please let the reception have your details. Your email address would remain confidential, in line with the rest of your medical record.



I am interested in finding out more about the patient participation group.

Name:

Telephone:.....

email address:.....

Cut this out and hand it in to reception and we will contact you.

We will never pass on your contact information to third parties without your prior consent.

