



Springbank
Health

www.springbankhealth.co.uk



Autumn/Winter 2016

Springbank Health News

Dr Tatham



Skype Appointments

We are launching a new service offering appointments on Skype. As far as we are aware, this is a first for Yorkshire.

These appointments are in addition to those we already offer in the surgery and by telephone. Skype appointments will initially be with Dr Tatham as we gather feedback on how to tailor the service.

We understand that not everyone will find it easy to get to an

appointment at the surgery. A Skype appointment might be an alternative way of speaking to us, although we would not be able to examine you on the video link.

If you would like a Skype appointment, please call us in the usual manner and our receptionists will take your email address. We will then call you on Skype at the time of the booked appointment.

Ultrasound scanner appeal

We are fundraising to start a new ultrasound scanning service based at Springbank Health.

Being in a rural area, we are over ten miles away from the nearest hospitals. There are many times when we ask people to attend hospital when a quick scan in the surgery would be so much more convenient. This would initially be for things like checking contraceptive coils, ectopic pregnancies, bladder problems and could be expanded to include a whole host of other conditions.

Unfortunately, there is no NHS funding for this kind of service and it is an ambitious project. However, we believe it will be an immense asset to the community, providing a safer, more effective service, not to mention more convenient.

This is why we have set aside some practice funding for it and are hoping to raise further funds locally to meet our target, which is a total of £15000.

Many patients will still need to go to

hospital for scans as we will not have the expertise to scan everything. However, Dr O'Donoghue is already starting her specialised training in anticipation.

The patient group launched our appeal with a music night in September and there was also fundraising Halloween party in October. We have raised over £5500 in total so far. There are more fundraising events in the near future, details of which are in the surgery reception areas.



Hunsingore Halloween party



Music night at Green Hammerton - Swingplicity and the aptly named Ultrasound were the bands that played.

CQC rating

Outstanding

September 2016

Inspected and rated by



Older people	Outstanding 
People with long term conditions	Outstanding 
Families, children and young people	Outstanding 
Working age people (including those recently retired and students)	Outstanding 
People whose circumstances may make them vulnerable	Outstanding 
People experiencing poor mental health (including people with dementia)	Outstanding 

We are really pleased to report that we received an outstanding rating by the Care Quality Commission at our recent inspection.

We had four inspectors examine us on how safe, caring, effective, responsive and well led we are.

It is quite a rare honour for practices to be given an outstanding rating, with under 4% of practices in the country this highly rated.

There is more we can do and we have plans to make further improvements to our service.

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Springbank Surgery on 14 September 2016. Overall the practice is rated as outstanding. Our key findings across all the areas we inspected were as follows:

The practice carried out a thorough analysis of the significant events. The practice demonstrated they recorded all incidents and near misses and monitored trends over a period of time. All staff were involved in this process.

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse. Our findings at inspection showed that systems were in place to ensure that all clinicians were up to date with both National Institute for Health and Care Excellence (NICE) guidelines and other locally agreed guidelines. The practice used these guidelines to positively influence and improve practice and outcomes for patients.

The continuing development of staff skills, competence and knowledge was

recognised as integral to ensuring high quality care.

Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.

The practice demonstrated a proactive approach to understanding the needs of different groups of people and to deliver care in a way that met these needs and promoted equality.

Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day. The practice had good facilities and was well equipped to treat patients and meet their needs.

There was a strong focus on continuous learning and improvement at all levels within the practice. The practice team was forward thinking and part of local pilot schemes and practice initiated schemes to improve outcomes for patients.

Professor Steve Field
Chief Inspector of General Practice

Other Key CQC Findings

- Our nurses have extensive training in acute medical conditions.
- The patient group is extremely active and beneficial, especially with organising CPR courses.
- We have an excellent learning culture.
- We have systems to stay up to date with the most modern guidelines.
- We provide a home delivery service of medications staffed by volunteers.
- We have good levels of appointments, with urgent appointments available on the same day.
- We provide longer appointments for those who need them.
- We were judged to have very good facilities and equipment.
- The practice staff are committed to a common focus on improving quality of care and people's experiences.
- We proactively seek feedback and act on it.
- We run an Instagram page aimed at young people, through which we can be contacted for appointments.



Springbank Health
Patient Group

The patient group is actively fundraising for the ultrasound scanner appeal. Please see in reception and on the website for details.

The next CPR evening course is on 7th February 2017 at Green Hammerton. Please call Arnold Warneken, the patient group chair, on 07702 121386 to join the course.

These CPR courses are free to attend and are run by volunteers. Donations to our scanner appeal are welcome.

About Springbank Health

As a patient, you will be listened to, understood and respected. We are committed to working together to offer you high-quality, compassionate care. We will always include you in your health decisions and will continually strive for improvement.

We look after all the villages between Knaresborough and York, as far south as Tadcaster and as far north as Boroughbridge. Our main surgery building is in Green Hammerton and we have another surgery in Tockwith. You are able to make appointments at both sites, via the same telephone number, irrespective of where you live.

We have 5 GPs, 3 nurses, 2 healthcare assistants and we also train junior doctors. We dispense

prescriptions from both of our surgeries as well as running some specialised clinics, frequently meaning we can be a one-stop shop for health matters.

Mrs Christine Edmond is our senior team leader, overseeing the operation of the practices. We have a team of dispensers, receptionists, secretaries and administrators who all play key roles in our efforts to deliver an excellent service. You may also see district nurses, community midwives, health visitors, chiropodists, diabetic retinal screeners, phlebotomists and other healthcare professionals who help to look after our patients.



Opening Times

The main reception at Green Hammerton is open each weekday between 8am and 6pm. We also open late on a Monday evening until 7.30pm and open early on a Friday morning at 7.30am. Tockwith surgery is open during surgery times only.

Some appointments are pre-bookable and some are reserved for more urgent problems, bookable on the same day. There is always a duty nurse and duty doctor based at Green Hammerton who is available to help with very urgent problems. This means we can always ensure help when needed. Our nurses are highly experienced and are skilled in triage and urgent care.

Green Hammerton

Monday	8am - 7.30pm
Tuesday	8am - 6pm
Wednesday	8am - 6pm
Thursday	8am - 6pm
Friday	8am - 6pm

Tockwith

Morning	Afternoon
8.30am - 12pm	2.30pm - 6pm
8.30am - 12pm	2.30pm - 6pm
8.30am - 12pm	2.30pm - 6pm
8.30am - 12pm	Closed
8.30am - 12pm	2.30pm - 6pm

Friday morning 7.30am opening for additional appointments alternates between Green Hammerton and Tockwith. Please ask reception for these appointments.

Appointments can be booked with reception on 01423 330030 or through our website www.springbankhealth.co.uk. In order to use online services, you will have to register at our reception. We will ask you for ID when you do this. Our reception team have more information.

Kyla Honing



Our medical team

Doctors:

Dr Angela O'Donoghue
Dr Richard Tatham
Dr Claire Hallam
Dr James Hunter
Dr Heather Pope

Please see our nurses for:

Family planning and contraception, asthma and COPD reviews, diabetes reviews, travel advice, immunisations, complex dressings, cryotherapy, minor injuries, minor illness.

Please see our healthcare assistants for:

Blood tests, ECGs, blood pressure checks and reviews, health checks, hearing tests, setting up care plans.

Please see our GPs for other complex problems.

Nurses:

Mrs Christine Edmond
Mrs Kyla Honing
Mrs Helena Coultate

Our receptionists are trained to signpost you to the most appropriate clinician to maximise the overall appointments available to you.

Healthcare assistants:

Mrs Louise Gibbs
Miss Sophie Gallimore



Out of hours care

Our normal opening hours are 8am-6pm so if you need medical attention between these times, please call us on 01423 330030.

Outside our opening hours, you should dial 111 if you need to contact a doctor. Calls to this number are free from landlines and mobiles. You will then be directed to the most appropriate service.

If you have a medical emergency at any time, please call 999.

How to obtain medications in an emergency

In normal surgery hours, please contact the surgery. Out of hours, please contact the out of hours doctor's service or local walk in centre. When away from home, a local GP practice will be able to help. Pharmacists are allowed to dispense some medications without a prescription, but will need your GP practice details.

Local walk in centre

The nearest NHS walk in centre is located in York hospital and is called The Urgent Care Centre. The address is Wigginton Road, York YO31 8HE. The telephone number is 01904 726042. The centre is open 24 hours a day, 7 days a week.

Clinical Commissioning Group

Our clinical commissioning group (CCG) is Harrogate and Rural District (HaRD). www.harrogateandruraldistrictccg.nhs.uk

Appointments:

Consultations are by appointment. Appointments can be made in person, by telephone or online. An appointment is normally for one person and one problem only and lasts 10 minutes. Please advise us as soon as possible if you are unable to attend or no longer require an appointment. We offer appointments that can be booked in advance and those that can be booked on the day. We try to balance these appointments to meet demand. We can

provide 20 minute appointments if you need more time. We aim to routinely offer longer appointments for people with long term conditions with a care plan as well as those with learning disabilities and dementia.

Duty Nurse and Doctor:

We have a duty doctor and duty nurse who ensure that we are always able to help patients with urgent problems on the same day, either by telephone or in person.

Home Visits:

We also offer home visits for housebound and seriously unwell patients. If you require a home visit, please let us know as early in the day as possible. Our practice covers a large area and we need to plan the best use of our resources. A doctor or nurse will usually ring back to discuss the problem prior to the visit. This sometimes helps plan investigation of a problem prior to you seeing a doctor at a later time.



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York Road
Green Hammerton

Tel: 01423 330030
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Prescriptions and Home Delivery

Prescriptions issued during an appointment will normally be dispensed promptly.

Please give us 2 working days to get them ready.

We keep a comprehensive stock of medications at both sites. Requests for repeat prescriptions can be made up to a month in advance.

We now have an established home-delivery service for patients who are housebound or vulnerable. Please let reception know if you or someone you care for would benefit from this service.

Please take a look in the reception and waiting area for information on areas such as carers' services, diabetes, healthy eating, dementia,

independent living, cancer, help with health costs and prescription charges, stopping smoking and much more.