



Springbank
Health

www.springbankhealth.co.uk



Autumn Winter 2017

Springbank Health News

Our primary care paramedic

This is Ellie Rowson, our new primary care paramedic. She has previously worked for the Yorkshire Ambulance Service and the South Central Ambulance Service in Oxfordshire.

Ellie has the experience and expertise to deal with the urgent assessment and treatment of people with all kinds of both acute and chronic illnesses.

She really broadens our mix of skills in the practice. With her joining the team, we now have a duty doctor, a duty nurse and paramedic to deal with urgent care, both on the telephone and in person. The receptionists will help you speak to the right person.

GPs have worked alongside paramedics for years in providing care in the night time and weekends. We are now one of many practices which are teaming up with a paramedic in the daytime hours too.

Ellie started with us in August and she has already received a lot of positive feedback from colleagues and patients she has seen.



Thank you!

A huge thank you to everyone who has contributed so generously to the patient group's fundraising for an ultrasound scanner. We are delighted to say we have reached our target and are now in a position to purchase a machine. Dr O'Donoghue has already begun the training process in recent months.

Having such hi-tech equipment is a real rarity in GP practices. It has the potential to be a tremendous asset for the community and has promise to truly enhance what we offer at Springbank Health. For example, we are over 10 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 much more convenient. Unfortunately, there is no NHS funding for this kind of service.

It is a testament to the commitment of the patient group and the community we serve that we are able to get an ambitious project like this up and running. The funding target increased as we realised the additional benefits of the costlier equipment. We now hope to have a scanner that will be useful for many years to come.





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Research

We have been invited to be a research practice. This means we will be offered the chance to participate in research projects relating to various kinds of medical conditions. Some patients might receive letters from the practice asking if they are interested in being part of the research project. The projects would usually be coordinated by one of the local universities, like York or Leeds. Research is naturally crucial in working out how best to manage medical issues and we are keen to be at the forefront of this. We will never share confidential medical information with anyone without your consent. Please let us know if you have any strong feelings either way about us being a research practice.

Medical Students

Hull York Medical School have asked us to start teaching medical students. We will have 4 students come to the practice in Green Hammerton each Thursday. They are being taught by Dr Hunter and Dr Hallam. Some people might be invited in to speak to the medical students as part of their education. Thank you to those of you have already been involved in this. The medical students will not be sitting in to observe consultations.

Skype/Facetime Appointments

We are offering Skype and Facetime appointments in addition to those appointments already available in person at the surgery or by telephone.

This was picked up by local media in the past couple of months, with Dr Tatham being invited to speak on BBC Radio York and Stray FM. We were also mentioned in various newspapers because we are one of the first GP practices in the country to be offering these kind of appointments by video link.

We understand that not everyone finds it easy to come to an appointment. A video appointment can often be more convenient for busy people or for those who have conditions that make it physically difficult to visit the surgery.

One of the biggest concerns from our patients is that they struggle to book suitable appointment times around their daily commitments. On average, most patients visit their doctors once or twice a year, and those in full time work often do not have time to get non-urgent symptoms checked. Patients with physical disabilities can also struggle to travel to a doctor's appointment particularly in rural areas.

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 at the time of the booked appointment on Skype or Facetime (let us know which you prefer).

Skype is an application for making video calls and is free to download for any computer, mobile and tablet. Facetime does a similar thing and comes pre-installed on Apple products like iPhones and iPads.



Springbank Health Patient Group

The patient group is a key part of the practice and has been busy fundraising for the ultrasound scanner. It is also involved in other projects and runs regular CPR training evenings. These are held at Green Hammerton Surgery on an

evening. Please call Arnold Warneken, the patient group chair, if you would like to attend CPR training. His number is 07702 121386 or you can email him at arnold@goosemoor.info.

The patient group is also another way of giving us feedback at the practice. We genuinely need your ongoing feedback to continue to try and improve our service.

CQC rating

Outstanding ★

Inspected and rated by



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 five GPs, two nurses, a paramedic, two healthcare assistants and we also have 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.



Kim Town
senior receptionist

Doctors:

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

Nurses:

Mrs Christine Edmond
Mrs Helena Coultate

Paramedic:

Ellie Rowson

Healthcare assistants:

Mrs Louise Gibbs
Miss Sophie Gallimore

Our medical team

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, dressings.

Please see our GPs for other complex problems.

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



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.

Urgent Care:

We have a duty doctor and duty nurse or paramedic 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 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 member of the duty team 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 paramedic or doctor at a later time.



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York Road
Green Hammerton

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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.