

# TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

SPRING 2018

## HOLIDAY PLANS AND TRAVEL VACCINATIONS

Now is the time of year when many people plan their holidays and trips away for the year. Our Practice Nurses at Topcliffe Surgery can help with travel immunisations & advice on health matters for travel abroad. You may need several weeks to complete a course of immunisations so please give them 8 weeks' notice whenever possible.

PLEASE NOTE the surgery only provides NHS travel vaccinations (Diphtheria,



Tetanus & Polio, Typhoid, Hepatitis A & Cholera). You may need to attend a private clinic and pay for non NHS travel vaccinations and/or malaria medication. A travel health questionnaire is available from reception or on our website and should be completed and returned to the Surgery.

## MEDICATION

Unused prescription medicines cost the NHS an estimated £300 million every year. At Topcliffe Surgery, nearly £500 of medication was returned to the surgery for destruction in one month alone (October 2017) Help the NHS save valuable funds by:

- **ONLY ORDERING THE MEDICINES THAT YOU NEED.** Please let your GP or Pharmacist know if you've stopped taking any of your medicines. Check what medicines you still have at home before re-ordering
- **REMEMBER THAT UNUSED MEDICINES CANNOT BE RECYCLED.** Even if you never open them, once medicines have left the Pharmacy or dispensary, they cannot be recycled or used by anyone else.
- **£8.60 IS THE COST OF AN NHS PRESCRIPTION** whereas some drugs, such as paracetamol, can be bought from a local pharmacy for as little as **£0.19**. Even if you are entitled to free prescriptions it is worth considering whether you could afford to buy drugs such as paracetamol and ibuprofen over the counter.



## NEW PRACTICE MANAGER

Practice Manager Karen Reed sadly retired from the Practice at the end of 2017. Karen was a familiar face in the practice to many patients having been here for eleven years. She started in reception and dispensary before progressing to Practice Manager eight years ago. Karen was always a consummate professional and her calm approach and friendship will be very much missed. Staff at the surgery enjoyed an evening out to wish her the very best with her new endeavours.



Our new Practice Manager is Stephen Craven. Steve originally worked for the Police in the London Met and Yorkshire for 25 years before moving into general practice management two and a half years ago. He comes to us from a similar sized practice and is looking forward to building on the excellent legacy Karen has left behind and to continuing to improve the services the practice provides. He is looking forward to getting to know the staff and to meeting our patients in the coming months. His DIY skills have already come to the fore whilst arranging his new office!



## ONLINE ACCESS ACCOUNTS

Do you find it difficult to call the surgery to book an appointment or repeat prescription during normal office hours?

The answer is here! By opening an online account and downloading the app to your phone you can book an appointment or order a repeat prescription wherever you are and whatever time it is. There is a short registration form to complete which is available from reception or which you can download from our website and then away you go!

To find out more please ask at reception or go to: <http://www.topcliffesurgery.co.uk/>



## 10-MINUTE WORKOUTS

Short on time? Hate the gym? Too tired to exercise after work? These 10-minute workouts are just what you need. These equipment-free fitness routines are great to do at home and short enough for you to easily fit them into your daily schedule.

There are six workouts, one for every day of the week if you include a rest day, each working on a different area of your fitness.

- 6-minute pre-exercise warm-up
- 10-minute cardio workout
- 10-minute toning workout
- 10-minute legs, bums and tums workout
- 10-minute abs workout
- 10-minute bingo wings blaster
- 10-minute firm butt workout
- 5-minute cool-down routine

For more information go to: <https://www.nhs.uk/Livewell/loseweight/Pages/Tenminuteworkouts.aspx>



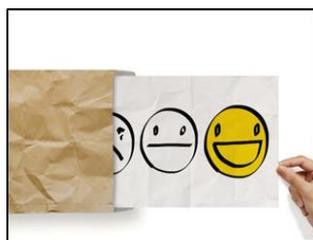
## FRIENDS & FAMILY TEST

Every month we ask a random sample of patients visiting the practice to complete a short questionnaire.

There is one straightforward question:

“How likely are you to recommend our service to your friends and family if they needed similar care or treatment?”

Between September and December 2017, the results were as follows:



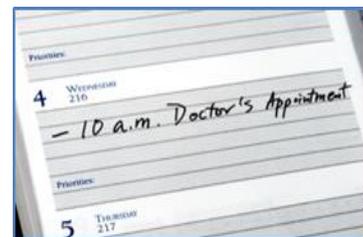
Extremely likely:	97 (87.4%)
Likely:	13 (11.7%)
Neither likely or unlikely:	1
Unlikely:	0
Extremely unlikely:	0
Don't know:	0
Total:	111

If you would like to complete a questionnaire please ask at reception. Thank you for your feedback.

## DNA (DID NOT ATTEND) APPOINTMENTS

In the 4 months from September to December 2017, an average of **76** booked appointments with the Doctors and nurses were missed per month.

This is equivalent to **over twelve and a half hours of clinician's time per month (or over 50 hours in the quarter: the average working**



**time for one person for a week is 39.5 hours).** This is time which could have been given to other patients.

Your help in cancelling appointments that are no longer needed would be much appreciated and will enable us to provide a better service to all our patients.

## SELF CARE

The best way to avoid seeing the GP is to look after yourself and live a healthy lifestyle including:

- Not smoking
- Eating a low fat diet with plenty of fruit and vegetables
- Drinking in moderation (less than 14 units/week)
- Exercising regularly (ideally 30 minutes, 5 times a week)

More general information on how you can self care at home is available on the self care forum website:

Go to: <http://www.selfcareforum.org/> and click on: [resources/patient portal](#) for the following links :

- Self care for healthy living
- Self care for common conditions
- Self care for long-term conditions
- NHS Choices symptom checker

A series of fact sheets is also available which provide patients with information on common ailments including:

- Useful facts
- What patients can expect to happen (the natural history)
- What people can do to help themselves – now and in the future
- When to seek medical help (the ‘red flags’)
- Where to find out more

