

# TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

SPRING 2019

## PUBLIC ACCESS WIFI

The surgery now has public access WIFI available. Why not register the next time you visit the surgery.

The portal is set up to recognise registered users from previous log ins so you will only have to register once to have access to free WIFI whenever you need to visit the practice. On occasion you may be required to re-enter your details.

For more information about how to register please see the notices in our waiting rooms.



## IAPT North Yorkshire

Improving access to psychological therapies

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Loss of interest, feeling low or hopeless?</li><li>• Struggling to cope after a traumatic event?</li></ul> | <ul style="list-style-type: none"><li>• Reflecting on your mental health?</li><li>• Can't sleep at night?</li></ul> |
|--|---|

## YOU ARE NOT ALONE 1 IN 4 PEOPLE EXPERIENCE MENTAL HEALTH ISSUES IN THEIR LIFETIME

IAPT is a national NHS programme designed to increase the availability of talking therapy treatments recommended by the National Institute for Health and Clinical Excellence (NICE). The service aims to provide a range of therapies for people in North Yorkshire **aged 17 or over** who may be experiencing the following difficulties:

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>• Depression</li><li>• Anxiety and worry</li></ul> | <ul style="list-style-type: none"><li>• Social phobia</li><li>• Specific phobias</li><li>• Panic disorder</li></ul> | <ul style="list-style-type: none"><li>• Post-traumatic stress disorder (ptsd)</li><li>• Obsessive-compulsive disorder (ocd)</li></ul> |
|--|---|---|

## MAKE A DIFFERENCE TO YOUR MENTAL HEALTH AND WELLBEING

We can help you find your way: We're here to help

We can help you move forwards: Help is available

If you start to feel unwell you can make an appointment with your GP to discuss your problems or you can self-refer online: <https://northyorkshireiapt.co.uk/>

## MINOR INJURIES SERVICE ENDS

**PLEASE NOTE: FROM 1ST APRIL 2019, IN LINE WITH OTHER GP PRACTICES IN OUR CCG CATCHMENT, TOPCLIFFE SURGERY WILL NO LONGER RECEIVE FUNDING TO MANAGE MINOR INJURIES AT PRACTICE LEVEL.**

**FROM 1ST APRIL 2019, IF YOU REQUIRE ASSISTANCE FOR A MINOR INJURY, PLEASE CALL NHS 111 OR ATTEND YOUR LOCAL HOSPITAL.**



## TOPCLIFFE SURGERY NEEDS YOU!

Are you a dispensing or non-dispensing patient here at Topcliffe Surgery? You are a dispensing patient if you live at a distance of more than one mile from pharmacy premises. This means that if you are a dispensing patient you can get your medications here at our dispensary – simply hand over your prescription.

If you are a dispensing patient, we ask for your support and would encourage you to use our dispensary rather than an outside pharmacy. Put simply:

**PLEASE GET YOUR MEDICATION HERE AT TOPCLIFFE.**



## 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 2018, the results were as follows:



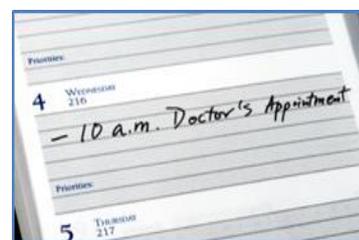
Extremely likely:	69 (81%)
Likely:	16 (19%)
Neither likely or unlikely:	0
Unlikely:	0
Extremely unlikely:	0
Don't know:	0
Total:	85

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 2018, an average of **95** booked appointments with the Doctors and nurses were missed per month.

This is equivalent to **FIFTEEN hours of clinician's time per month**. 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.

## NATIONAL CERVICAL SCREENING PROGRAMME

- Two women die every day from cervical cancer.
- Cervical screening can stop cancer before it starts.

Don't ignore your cervical screening invite. If you missed your last cervical screening:

**Book an appointment with your GP practice now.**



## DEMENTIA ACTION WEEK 20 -26 May 2019



Every 3 minutes, someone in the UK develops dementia. Dementia Action week aims to unite individuals, workplaces and the wider community to take action and improve the lives of people living with dementia.

This year's theme is **INCLUSION**.

If you would like to get involved, please visit one of the following websites:

[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

[www.alzheimers.org.uk/DAW](http://www.alzheimers.org.uk/DAW)

## TYPE 2 DIABETES PREVENTION WEEK 1-7 APRIL 2019

Around 200,000 people are diagnosed with Type 2 diabetes each year – you don't need to be one of them.

Start your journey to a Healthier You with the Healthier You: NHS Diabetes Prevention Programme. Visit: [www.diabetes.org.uk/risk](http://www.diabetes.org.uk/risk) and then speak to your GP practice team to check if you are eligible for a free, personalised programme to help you with your weight, healthy eating and exercise.

