

TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

SUMMER 2019

NHS APP

Topcliffe Surgery is now connected to the NHS App. This provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet.

Patients should visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> for the latest patient information on how to register for, and use this App. This App is managed by NHS England and is outside of local practice administration. Use the NHS App to:

- Check your symptoms
- Find out what to do when you need help urgently
- Book and manage appointments at your GP surgery
- Order repeat prescriptions
- Securely view your GP medical record
- Register to be an organ donor
- Choose how the NHS uses your data



If you are already registered for GP online services through the surgery, you can use your existing linkage key/account ID information provided when registering with the practice to set up your NHS App. Alternatively for patients not already registered for online services, you will be required to upload a driving licence or a passport and will be guided to take a short video of yourself to verify your identity.

Whilst Topcliffe Surgery is now linked in to the NHS App, we will also continue to support online services with existing platform providers.



SUMMER HAND HYGIENE CAMPAIGN

Cases of Hepatitis A have been seen recently in Ripon. Handwashing with soap and water is a simple and effective way to prevent the virus and ensure overall health through summer.

Further information on effective hand washing can be found at: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/> #CleanHandsNorthYorkshire

NEW TEXT MESSAGING SERVICE

We are currently introducing a new text messaging service which will enable us to provide you with test results, appointment reminders and other important information by text to your mobile. In order to facilitate this service, it is important that we have the correct home and mobile telephone numbers for you as well as your current address.

DO WE HAVE UP-TO-DATE CONTACT DETAILS FOR YOU?

If any of your contact details have changed recently please complete one of the forms provided and return to reception



THANK YOU



IN THE EVENT OF MY DEATH....



It is sad but true; we all eventually die. Thinking about dying can make us upset and a bit frightened and it can be difficult to talk about. To assist with this, HRWCCG have produced a leaflet to help you to collate all the information next of kin would need to know in the event of your death. We would encourage all patients to consider completing the various sections of the leaflet and keeping the form safe. You can then be sure that all the information is in one place and your wishes can be respected when the time comes. Please ask at reception if you would like a copy of this information leaflet.



NHS MENTAL HEALTH CARE FOR VETERANS

Mental illness is common and can affect anyone (including serving and ex-members of the Armed Forces and their families). Whilst some people cope by getting support from their family and friends, or by getting help with other issues in their lives, others need clinical care and treatment, which could be from the NHS, support groups or charities. Within the NHS, there are a range of mental health services that provide different types of care and treatment. This includes dedicated mental health services for service personnel approaching discharge from the British Armed Forces and veterans. By veteran we mean anyone who has served for at least one day in Her Majesty's Armed Forces (regular or reserve).

These dedicated services are called the NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and the NHS Veterans' Mental Health Complex Treatment Service (CTS).

Both of these services are provided by specialists in mental health who have an expert understanding of the Armed Forces.

For more information, visit the NHS website at: www.nhs.uk and search for veteran

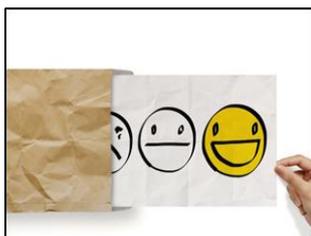
FRIENDS & FAMILY TEST

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 January and April 2019, the results were as follows:



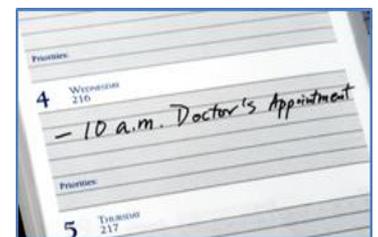
Extremely likely:	98 (91.5%)
Likely:	9 (8.5%)
Neither likely or unlikely:	0
Unlikely:	0
Extremely unlikely:	0
Don't know:	0
Total:	107

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 January to April 2019, an average of **84** booked appointments with the Doctors and nurses were missed per month.

This is equivalent to **FOURTEEN 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.

TEMPORARY CHANGES TO SERVICES AT THE FRIARAGE HOSPITAL

The Friarage Hospital in Northallerton is currently unable to provide 24/7 anaesthetic cover. As such, it is unable to provide A&E care. Temporary changes have been put in place to accommodate this:



1. The Friarage is currently classed as an Urgent Treatment Centre
2. Any patients requiring ambulance response/A&E support will be transferred to James Cooke.
3. As an Urgent Treatment Centre, The Friarage receives funding for the treatment of Minor Injuries. As such, this funding has now been removed from GP surgeries. Patients with minor injuries such as cuts and grazes, minor scalds and burns etc should attend The Friarage rather than contacting the surgery.

RESULTS OF THE ANNUAL SURVEY 2019



We are constantly evaluating the service we provide at the surgery and part of this process involves an annual questionnaire. We welcome patient's honest feedback. This year our questionnaire was conducted from 10th to 14th June inclusive and we would like to thank everyone who took the time to take part. We had 121 responses. On the whole, the results were very pleasing and the full report is available in our waiting rooms or on our website at: topcliffesurgery.co.uk

HAMBLETON PRIMARY CARE NETWORKS (PCNs)

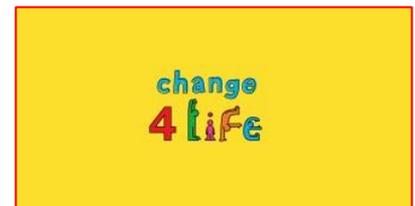
As part of GP contracts for the current financial year, Primary Care Networks (PCN) have been established across the Hambleton region.

A Primary Care Network is a group of GP practices who work closely together to provide equitable health care across a region. They share services and work more closely together. Topcliffe Surgery is now part of the Hambleton South PCN which also includes the two Thirsk practices and Bedale.

Additional funding for one full time clinical pharmacist and one full time social prescriber per Network are in place. For more information about PCNs please visit: <https://www.england.nhs.uk/primary-care/primary-care-networks/>

Change4Life

These days, 'modern life' can mean that we're a lot less active. With so many opportunities to watch TV or play computer games, and with so much convenience and fast food available, we don't move about as much, or eat as well as we used to.



Evidence shows that activity is crucial for healthy living: active people live longer and have better physical and mental health. Being active helps children to maintain a healthy weight, build social skills, boost self-confidence and mental wellbeing, and improve bone and heart health.



Children and young people should achieve a total of at least 60 minutes of moderate to vigorous physical activity each day, but many children and young people in the UK are not achieving this recommended target.

Fun ideas to help your kids stay healthy this summer:

1. **Shake up your summer with Disney:** Get your kids moving this summer with our active games inspired by Disney. Take the quiz to help you discover which sports and activities are perfect for your family.

<https://www.nhs.uk/10-minute-shake-up/shake-ups>



2. **Meals made easy:** These tasty meal ideas are too good to resist. Get the kids to help you in the kitchen and start whipping up quick and easy dishes everyone will enjoy. Healthy food never tasted better!

<https://www.nhs.uk/change4life/recipes>