

# TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

AUTUMN 2017

## 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 May and August 2017, the results were as follows:



Extremely likely:	104 (87.4%)
Likely:	15 (12.6%)
Neither likely or unlikely:	0
Unlikely:	0
Extremely unlikely:	0
Don't know:	0
Total:	119

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

## ECG (ELECTROCARDIOGRAM) HUB

Hambleton Richmondshire and Whitby Clinical Commissioning Group (HRWCCG) has commissioned a number of practices to act as hubs to deliver a 24 hour/72 hour ECG monitoring service across the region. We are delighted to announce that Topcliffe Surgery is the hub for the Thirsk locality and we are already delivering the service to patients from Topcliffe Surgery, Thirsk Health Centre and Lambert Medial Centre.



## NHS CHILD HEALTH – NEW APP!

It's a real worry when children become ill. Understandably, we don't want to take any risks.



Parents and carers can now find NHS advice at their fingertips to help look after their children's health. 'Looking after your child's health.' is an important NHS guide for parents and carers of children aged 0-5 years.

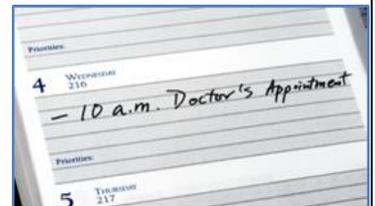
The app gives easy to understand guidance on childhood illnesses, recognising when your child is unwell, and advice on when and where to seek further treatment.

Download the free NHS app today! Just search for 'NHS child health' on Google Play or Apple's App Store.

## DNA (DID NOT ATTEND) APPOINTMENTS

In the 4 months from May to August 2017, an average of 58 booked appointments with the Doctors and nurses were missed per month.

This is equivalent to over nine and a half hours of clinician's time per month (or nearly 40 hours in the quarter: the average working time for one person for a week). 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.

## VACCINATIONS – strongly recommended!



**SHINGLES:** You are eligible for the shingles vaccine once you reach your 70th birthday and, if you have not yet received it, remain eligible up until your 80th birthday with some exceptions.

**PNEUMOCOCCAL BACTERIA:** For patients aged 65 and over, or for other patients at-risk not previously vaccinated.

**WHOOPING COUGH:** For pregnant women, from 16 weeks pregnant.

**FLU:** This year has seen a good uptake for the annual flu vaccination programme.

If you have not yet had your vaccination, you can still book an appointment.

Please speak to reception to check eligibility for vaccinations and to book an appointment.

## STAFF NEWS

### DR PARKER ACHIEVES QUARTER OF A CENTURY!

Dr Parker celebrated 25 years of working at Topcliffe Surgery on 1<sup>st</sup> October 2017. The team had a small celebration tea party and Dr Doswell presented Dr Parker with a fob watch to mark this tremendous achievement. We all wish him many congratulations.



### NEW MEMBER OF RECEPTION/DISPENSARY STAFF.

As many patients will know, Judith, our receptionist, sadly left us in early August to pursue other interests. Judith was with the surgery for eight and a half years and will be sadly missed. She was well known by patients for her sense of humour and larger than life character. She was one of a kind!

We are very happy to welcome Linda who has now joined the team. She is settling in well and quickly getting to know the patients!

### RETIREMENT OF MIDWIFE

Many of our patients will have met Karen Duck when she visited the practice from the Friarage Hospital to provide midwifery services to our expectant mothers. Karen retired in early October and is looking forward to having more time to spend on other interests. She will be sadly missed. Our new midwife is Kim Hughes and we are sure that our expectant mothers will look forward to getting to know the new member of our team in the coming months.



## KEEP ANTIBIOTICS WORKING

Public Health England has launched a 'Keep Antibiotics Working' campaign, warning patients that taking drugs when they are not needed puts them at risk of more severe or longer infections.

The message is simple; for common conditions such as a cough, cold, flu or sore throat, patients need rest, not antibiotics. More patients should stay at home and rest making sure that they drink plenty of fluids and take paracetamol rather than be given antibiotics. Public Health England (PHE) says up to a fifth of antibiotic prescriptions are unnecessary as many illnesses get better on their own.

Overusing the drugs is making infections harder to treat by creating drug-resistant superbugs. Around 5,000 people in England die each year because antibiotics have become resistant to some infections and experts predict resistance will kill more people than cancer and diabetes combined within 30 years.



Patients have "a part to play" in stopping the rise of infections and they should not go to their doctor "expecting an antibiotic". Did you know that if you have taken antibiotics in the last year, any infection you get is more likely to be antibiotic resistant and that if you take antibiotics unnecessarily they are less likely to work when you really do need them? You can also pass on antibiotic resistant bacteria to loved ones.

## 10 MINUTE BRISK WALK

A brisk 10 minute walk every day can make a real difference to your health. Each 10 minute burst of exercise is known as an "Active 10".

Brisk walking is simply walking faster than usual, at a pace that gets your heart pumping. Start with a 10 minute brisk walk a day and then see if you can gradually build up to more. It's the easy way to improve your health and wellbeing. No gym memberships, no Lycra. Just 10 minutes and you! Read more at:



<https://www.nhs.uk/oneyou/active10/home#d5jhI6JuSVhHmOzD.99>

*The team at Topcliffe Surgery would like to wish all our patients a very Merry Christmas and Happy New Year!*

