

TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

SUMMER 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 January and April 2017, the results were as follows:



Extremely Likely:	108 (91.5%)
Likely:	9 (7.7%)
Neither likely or unlikely:	0
Unlikely:	0
Extremely Unlikely:	0
Don't Know:	1 (0.8%)
Total:	118

COMMUNITY DEFIBRILLATOR

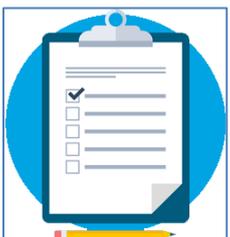
A community defibrillator has now been installed in a secure box on the outside wall of the surgery. Should the need arise to use this outside of surgery hours, the person assisting the incident should dial 999 and the emergency services operator will take the individual through detailed instructions of how to access the defibrillator and use it until an ambulance arrives.



Whilst the surgery has been happy to offer to house the defibrillator and provide the electricity source to maintain the internal temperature, it is not the property or the responsibility of the surgery. Should any patient need emergency assistance during normal surgery hours, they are advised to ring the surgery on 01845 577297, dial 999 or go to A&E as they would have previously done.

RESULTS OF THE ANNUAL SURVEY

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.

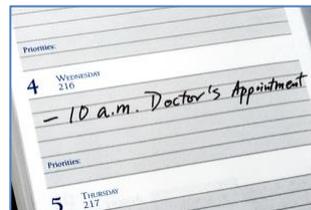


This year our questionnaire was conducted from 12th to 16th June and we would like to thank everyone who took the time to take part. The results were very pleasing and the full report can be seen in our waiting rooms or on our website

at: topcliffesurgery.co.uk

DNA (DID NOT ATTEND) APPOINTMENTS IN JUNE 2017

In the month of June 2017, 57 booked appointments with the Doctors and nurses were missed. This amounts to nine and a half hours of clinician's 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.



BABY NEWS!

We are delighted that four families in the practice have welcomed a new arrival since our last newsletter. Many congratulations to them all!



STAFF NEWS - COMMUNITY NURSE

Pauline Combe is our community nurse and is acting as a shared resource across the Thirsk and Topcliffe practices under a collaborative nursing workforce project. Pauline is focussing on visiting patients who would struggle to get into the surgery and encouraging patients who have dipped out of the health care system to re-engage. She is part of a patient centred workforce working to tackle frailty and to support patients with, for example, chronic illnesses, new hospital admissions and/or 5 or more prescribed medications to understand and access external services. Feedback suggests that the service is being well received.



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HAVE YOU HEARD ABOUT THE HEARTBEAT ALLIANCE?

The Heartbeat Alliance is a GP-based organisation that provides high quality care for local people, delivered by local clinicians, whom you know and trust to care for you. It is an alliance of 21 GP practices who have come together as a GP federation in Hambleton, Richmondshire and Whitby stretching from Sedbergh in the west to Whitby on the east coast.

The mission of the Heartbeat Alliance is to support primary care in North Yorkshire by finding, developing and delivering new ways of working that benefit patients and deliver value. The organisation is patient centred, with patient needs, safety and experience at the core of their approach.

The organisation was formed with funding from the Prime Minister's Challenge Fund (PMCF), in response to the challenge facing general practice. It's formation creates the infrastructure, capacity and scale to provide a wider range of clinical, managerial and technical skills than would be available to individual practices.



Amongst other things, the Heartbeat Alliance has looked at innovative ways of combining different parts of the primary care workforce to build capacity. This, together with the use of technology, will allow 7 day access to managed care, with the overall impact of reducing health crises and improving patients' lives, whilst at the same time making a far more efficient use of scarce resources. This is a truly joined up approach to offering primary care on an efficient and effective scale that will take Hambleton, Richmondshire and Whitby a considerable way along the route map for the future that is the Five Year Forward View.

To find out more about the Heartbeat Alliance and their work, please visit their website at:
www.heartbeatalliance.org.uk

PROTECT YOURSELF FROM THE SUN

Sunburn increases your risk of skin cancer. Sunburn doesn't just happen on holiday; you can burn in the UK, even when it's cloudy. There's no safe or healthy way to get a tan. A tan doesn't protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.



SUN SAFETY TIPS: Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October. Make sure you: spend time in the shade between 11am and 3pm, make sure you never burn, cover up with suitable clothing and sunglasses, take extra care with children, use at least factor 15 sunscreen.

For more information please follow the link:
<http://www.nhs.uk/Livewell/skin/Pages/Sunsafer.aspx#safety>

WAITING TIME FOR APPOINTMENTS

In our recent survey, 96% of patients who responded stated that their satisfaction with the day and time arranged for their appointment was excellent or very good. This is good news for us!



It was reported in The Telegraph in June 2017 that the average waiting time to see a GP is currently around 13 days. At Topcliffe Surgery, we aim to offer all patients an appointment within 3 days. Same day appointments will be made available for urgent or emergency cases dependant on clinical need.

If a particular doctor, nurse or time is requested this may take a little longer but we are glad that patients at Topcliffe Surgery are happy with the service that we provide.