

TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

SUMMER 2020

LivingWell
Smokefree

“Lets take the first positive step together.”

For help to stop smoking, contact Living Well
Smokefree today

Telephone: 01609 79 7272
E-mail: stop.smoking@northyorks.gov.uk
Website: www.northyorks.gov.uk/stopsmoking

BECAUSE THERE'S ONLY
ONE YOU

LivingWell
in North Yorkshire



SOCIAL PRESCRIBING LINK WORKERS

Topcliffe Surgery has a new Service available:

Social Prescribing Link Workers are a new service in the Hambleton area. Anneli and Victoria are our Social Prescribers and they are supporting our surgeries, offering a wide range of support to all patients and families from bereavement to wellbeing. They will also be able to direct you to activities and community led services which may help you.

If you are struggling with anything at all, they will be able to give help and support and guide you in the right direction. Please call the surgery and ask to be put in touch with either Anneli or Victoria.

COVID-19:

We would like to thank all our patients for their understanding and support during the Covid-19 pandemic. The Surgery continues to adapt the services we offer to meet government guidance and we continue to aim to provide the best service possible to all our patients. For up to date information on the current Covid-19 situation please see the following links:

<https://111.nhs.uk/covid-19> and <https://healthwatchnorthyorkshire.co.uk/coronavirus-links/>

A reminder to non Covid-19 patients that the NHS is still open to them:

Whilst it is really important to follow the government guidance during this period, it can be confusing to know what to do when you are feeling unwell. We need to ensure people are still accessing help, particularly with serious illnesses as these conditions have not gone away just because of coronavirus.

Please be assured that GP services, pharmacies, NHS 111, out-of-hours services and emergency departments are all still available to non Covid-19 patients. When accessing your GP surgery this will be through a telephone triage service initially and patients will be directed to the most appropriate care.

TEXT MESSAGING SERVICE

Our new text messaging service is proving to be very popular. The service enables us to provide you with test results 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 let us know
THANK YOU



TOPCLIFFE SURGERY STAFF CHANGES:

- A member of our dispensary team has recently gone on maternity leave. Leanne goes with our very best wishes; we can't wait to meeting the new arrival in due course! Leanne's baby is due in late August and we look forward to welcoming her back to the surgery next Summer.
- In the meantime we have two new members of staff joining our Dispensary and Reception team and would like to extend a warm welcome to Fiona and Michelle who are due to join us in June. We hope they will enjoy working here at Topcliffe Surgery.



THE RETREAT'S PRIMARY CARE MENTAL HEALTH SUPPORT

We know many people are experiencing increased problems with their well-being in the current circumstances. It can be hard to access mental health services or to know what support is available. The Retreat offers free mental health support sessions to patients of our GP practice who are 18 years of age or over. These sessions will be with a qualified psychotherapist who will listen and explore what might help you, either on the phone or via online video meeting.

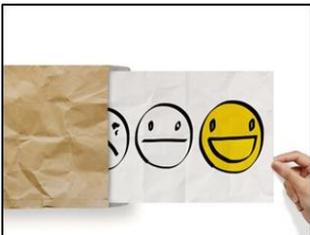
You don't need to discuss this with your GP first, just give The Retreat a call. They are offering 30 minute mental health support sessions to people struggling with issues such as:

• Anxiety	• Sleeplessness	• Relationship issues	• Depression
• Loneliness	• Stress, panic, fear	• Other issues relating to well-being	

Although the service is not therapy, it can help you to understand what you're feeling and what might help, as well as giving you information and options regarding further support.

To find out more about The Retreat and this service please call on 01904 412551, or visit our website: www.theretreatyork.org.uk.

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 November 2019 and March 2020, the results were as follows:

Extremely Likely	67 (85%)
Likely	12 (15%)
Neither likely nor unlikely	0
Unlikely	0
Don't know	0
Totals	79 (100%)

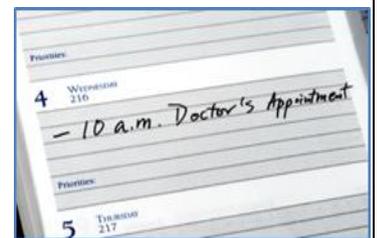
We received no completed feedback forms in March due to the impact of the Covid-19 virus.

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

DNA (DID NOT ATTEND) APPOINTMENTS

In the 6 months from October 2019 to March 2020, an average of **76.5** booked appointments with the Doctors and nurses were missed per month.

This is equivalent to **12.75 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.

DOCTOR'S TIPS: CALLING ALL HAYFEVER SUFFERERS!

Did you know you do not need to see the Doctor for Hayfever symptoms?

You do not need a prescription for hayfever medicines. Many treatments are available for little cost from your local pharmacy or supermarket.



Please help us save NHS resources which could be invested in improving healthcare services

Community pharmacists can also offer advice on how to avoid triggers and how to treat hayfever.