

# TOPCLIFFE SURGERY THIRSK AND RIPON AREA GP

NEWSLETTER

AUTUMN 2018

## DON'T MISS YOUR FLU VACCINATION! NHS Recommendations:

- the adjuvanted trivalent vaccine (aTIV) for all 65s and over. NHS England has recommended that the adjuvanted trivalent influenza vaccine (aTIV) be made available to all those aged 65 and over in 2018/19. This is the most effective vaccine currently available for this group.
- the quadrivalent vaccine (QIV) for 18 – under 65s at risk. NHS England has recommended that adults aged 18 to under 65 in clinical at-risk groups are offered the quadrivalent influenza vaccine (QIV) which protects against four strains of flu.
- the quadrivalent vaccine (QIV) for all children aged two to nine (but not ten years or older) on 31 August 2018 and those at risk. The live attenuated influenza vaccine (LAIV) used for the children's programme is also quadrivalent.
- the quadrivalent vaccine (QIV) for children aged 6 months to two on 31 August 2018 at risk. The inactivated influenza vaccine used for the children's programme is also quadrivalent.



Children under the age of five years old have the highest rate of hospital admissions for flu of all age groups. Improving uptake in these children and children with an underlying clinical risk factor will provide individual protection as well as helping to protect the wider community.

Flu clinics are available throughout October. Please contact reception to check your eligibility or make an appointment on (01845) 577297

## CARE NAVIGATION:

A new signposting process called 'Care Navigation' is being introduced in our GP practice to help you see the right person, in order to get the right care, in the most appropriate place and first time.



When you next phone for an appointment to see your GP, you may be invited to share details of why you think you need to see a GP.

Please be assured that you do not have to share this information if you would prefer not to. It simply helps the practice to better understand your needs and make sure you are seeing the most appropriate professional for your care or treatment.

All our staff take patient confidentiality extremely seriously, therefore any information you share will not be shared with anyone else. If you do not wish to give this information, you will not be denied an appointment with your GP. If you have any concerns, please get in touch with us.

## ECG (ELECTROCARDIOGRAM) HUB comes to an end:

You may remember a year ago that Hambleton Richmondshire and Whitby Clinical Commissioning Group (HRWCCG) commissioned a number of practices to act as hubs to deliver a 24 hour/72 hour ECG monitoring service across the region. Topcliffe Surgery was announced as the hub for the Thirsk locality delivering the service to patients from Topcliffe Surgery, Thirsk Health Centre and The Lambert Medical Centre. This service has now come to an end, however, patients should be reassured that Topcliffe Surgery will continue to provide the service for our patients as before.



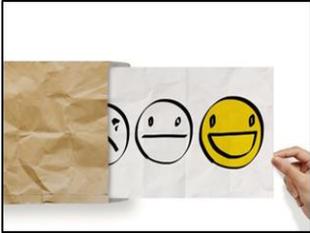
## FRIENDS & FAMILY TEST

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 2018, the results were as follows:



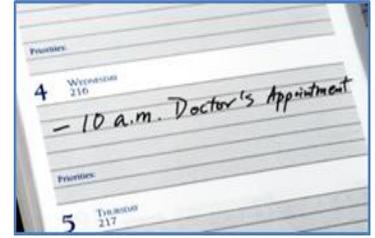
Extremely likely:	100 (92%)
Likely:	8 (7.5%)
Neither likely or unlikely:	0
Unlikely:	0
Extremely unlikely:	1 (0.5%)
Don't know:	0
Total:	109

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 May to August 2018, an average of **78** booked appointments with the Doctors and nurses were missed per month.

This is equivalent to **THIRTEEN 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.

## ARE YOU LIVING WITH TYPE 2 DIABETES?

Managing Type 2 diabetes just got a bit easier

Topcliffe Surgery is pleased to announce a new local service for patients with Type 2 diabetes.

It's called Diabetes Today and it's a short course designed to help you beat the myths, learn great tips and discover how to manage your condition, both now and in the future, with our specialist nurses and dietitians.

The course is delivered by South Tees Hospitals NHSFT and Heartbeat Alliance and sessions are available on weekdays and weekends across Hambleton, Richmondshire and Whitby.

To book a place or to find out more, just ask at Reception when you next pop in to the practice or visit:

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



## RESULTS OF THE ANNUAL SURVEY 2018



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 25<sup>th</sup> to 29<sup>th</sup> June and we would like to thank everyone who took the time to take part. We had 107 responses. The results were very pleasing and the full report can be seen in our waiting rooms or on our website at: [topcliffesurgery.co.uk](http://topcliffesurgery.co.uk)

## STOPTOBER – SUPPORT TO HELP YOU STOP SMOKING FOR GOOD

### 3 REASONS TO QUIT:

- 1. FEEL HEALTHIER:** No matter how long you've smoked for, quitting can help improve your health straight away
- 2. SAVE MONEY:** You'll have much more cash in your pocket. If you smoke a packet a day, you could save around £250 each month
- 3. PROTECT YOUR FAMILY:** Quitting helps protect your loved ones from harmful second-hand smoke – reducing their risk of developing asthma, meningitis and some cancers

Go to: <https://www.nhs.uk/oneyou/be-healthier/quit-smoking/stoptober/> or search 'Stoptober'

