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**HAXBY GROUP YORK**  
01904 724600  
www.haxbygroup.co.uk

York



## NHS70



On 5 July our Haxby Group York teams were marking 70 years of the NHS with a few celebrations. Here's a few pictures from our day.



## Did you know?

On average 200 people each month did not show up for their appointment with a GP at oursurgeries.

Don't forget to cancel your appointment if you don't need it anymore or can't make it to the surgery. Your appointment can then be allocated to someone else.

You can cancel your appointment:

- Online using Systmonline (register at your surgery)
- By telephoning our central call centre on 01904 724600
- By e mailing us on [haxbygroup.york@nhs.net](mailto:haxbygroup.york@nhs.net)

## Online consultation coming soon

Later this year we will be introducing online consultation for our York patients. The new online service will mean you can consult online for a non urgent medical issue, send a message relating to an administration query or explore self help resources. Our Haxby Group Hull patients have been successfully using online consultation since April 2017 and feedback from patients has been very positive.

Mel Bradshaw our Business Support Manager, said: "This is a great way to get in touch with the practice for all non-urgent enquiries. We aim to deal with your query within 24 hours and you will be able to access the service via our Haxby Group website."

Look out for information leaflets and a go live date in our surgeries and on our website.

# Fundraising success



Haxby Group staff raised a grand total of £118.00 for the Wet Wheels Foundation, their chosen charity, which will go towards funding 6 fishing poles, a life jacket or a trip. We also raised £12 for Children in Need this year.

Well done and thank you.

## Haxby Group goes Whoop WHOOP for charity



### Haxby Group is supporting a fantastic fundraising initiative to help people affected by cancer in our area.

whoopWHOOP! 2018 is the brainchild of two local women, Dee Lynes and Shirley Brewer, who are raising money in memory of a close friend who died last year from cancer.

They have organised a huge 25-Prize Draw in aid of York Against Cancer. Prizes include a three day trip to Prague at Christmas, with Intravel and a private master class at Malton Cookery School.

"This local charity makes a real difference to people affected by cancer" explained Dee "Their mobile chemo unit travels to York, Scarborough, Brid and Selby and can treat up to 10 people a day helping to take pressure off the

main hospitals in Scarborough and York. The charity also provided free dermascopes to practices in York CCG so it's great to see local practices like Haxby, Pickering and Stillington really getting behind our campaign and supporting us".

As well as the draw, Dee and Shirley have also persuaded the Talbot Hotel in Malton to host an Afternoon Tea Party for 180 people on Sunday September 16th 2018 too. Adam and Amanda from BBC Radio York will be hosting the party and local businesses are sponsoring ingredients and services.

Tickets for the Afternoon Tea Party, priced £25, are on sale through the Talbot's website, [www.talbotmalton.co.uk](http://www.talbotmalton.co.uk). Raffle tickets, £5 each, and full details of all 25 prizes are available online from [www.whoopwhoop.uk](http://www.whoopwhoop.uk)

## New starters

A big hello to all our new staff that have recently joined Haxby Group York:

**Hillary Richardson** -

Receptionist Administrator

**Holly Wilkins** – Foundation

Practice Nurse

**Kathryn Hewson** –

Medical Secretary

**Louise Shum** – Foundation

Practice Nurse

**Heather Wallis** – Receptionist

Administrator

**James Wren** – Primary

Care Practitioner

**Nicola Brown** – Primary

Care Practitioner

**Charlotte Craven** –

Receptionist Administrator

**Chloe Clark** – Receptionist/

Administrator

**Claire Fuller** – Finance

Administrator

**Claire Hickey** – Business

Support Specialist

**Abi Streepton** – Business

Support Specialist

## New roles

We are delighted to announce the promotion of **Nicky Stephenson** who has taken up the position of Reception Team Leader and **Kelly Butterfield**, who has been appointed as Reception Team Leader, Kelly will still manage the dispensing for the practice **Hannah Stevens** has been promoted to the position of Senior Receptionist which will include her role as Reception Trainer. Congratulations to all on their new roles.

# General Practice Nursing awards



**Haxby Group nurses picked up two awards at this year's General Practice Nursing awards. The event, organised by NHS England, recognises the skills, expertise and dedication of practice nurses across the area.**

Deputy Director of Nursing for Yorkshire and the Humber, Wendy Barker, said: "By celebrating the achievements of these individuals we can shine a light on just some of the fabulous people involved in practice nursing in the NHS."

Well done to all our nurses who won the Practice Nurse Leadership Award. And congratulations to Sarah Butler who was won first prize in the Inspirational General Practice Nurse category.



"By celebrating the achievements of these individuals we can shine a light on just some of the fabulous people involved in practice nursing in the NHS."



## Social prescribing comes to York

Welcome to Lesley Robinson, our new Social Prescribing link worker who will be holding sessions at our York surgeries. If you need wellbeing or emotional support, or advice on benefits, debt, housing or long term conditions, Lesley may be able to help. Or if you know someone who is struggling with their wellbeing, put them in touch with us. For more info, visit: [www.yorkcvs.co.uk/waystowellbeing/yorkcvs](http://www.yorkcvs.co.uk/waystowellbeing/yorkcvs)

## New telephone service gets thumbs up from patients

**Our recently launched new telephone service is proving popular with our patients.**

The Haxby Group 'Centre Point' telephone service is improving the way we deal with incoming calls to all our York surgeries.

Centre Point is staffed by dedicated reception staff, whose only role will be to take calls and direct patient enquiries.

Rachel Brown our Patient Relations and Assistant General Manager said: "This is great news for all our patients. We have listened to patient concerns and our new telephone call service is already showing great results in the way we deal with incoming calls. It is freeing up front-line receptionists to deal

with face to face enquiries, prescription requests and administrative related tasks."

Patients should continue to ring the usual telephone number.

As this is a new service, we welcome patient views and feedback and will seek to solve any issues or concerns as soon as possible.



## Use your pharmacy

**Parents of young children in the Vale of York are being encouraged to take advantage of services offered by pharmacies when they require help with minor illnesses or ailments.**

Stay Well Pharmacy is a new campaign from NHS England which encourages people, especially parents and carers of children aged under five, to visit their local pharmacy first for clinical advice for minor health concerns.

For more info <http://www.valeofyorkccg.nhs.uk/latest-news/post/parents-of-young-children-urged-to-use-pharmacies-first>

Or [www.nhs.uk/staywell](http://www.nhs.uk/staywell)

## Spreading best practice



Haxby Group is proud to be presenting at this year's Best Practice 2018 Conference in Birmingham in October.

This year Best Practice is focusing on how general practice is evolving for the future and the key challenges which it faces. Haxby Group has been asked to speak about its innovative future workforce initiatives. We have been recognised for introducing new roles such as our Primary Care Practitioners and Clinical Pharmacists, into general practice. These new roles and our new access models, are

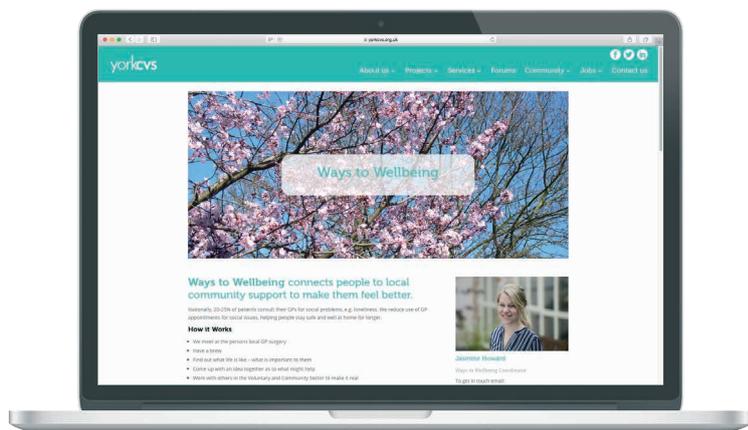
helping to free up our GPs to see patients with complex health issues.

At the conference we will be speaking to other healthcare professionals about our work here in York and Hull, helping other GPs to better cope with future pressures.

Also on the conference agenda will be how general practice is evolving in the new NHS landscape, the development of GP networks, the continued expansion of the NAPC's Primary Care Home model and improving access and capacity in general practice.

Practice managers, business managers, managing partners and GPs will find new ideas for boosting practice profitability and resilience and working more effectively at scale.

# York gets new wellbeing service



## A new service to give advice and support to Haxby Group patients has been launched.

The Ways to Wellbeing initiative is to help improve health and wellbeing of our York patients.

Julie Lund General Manager said: "Everyone is different so we offer advice, support and options to suit each person. Whether it be helping people with getting more active, their money worries or helping them get back to work, we will give them a helping hand."

## Who can access the Ways to Wellbeing service?

Ways to Wellbeing is available to anyone over 18 who is registered with Priory Medical Group, York Medical group or Haxby Group.

## How does it work?

Referrals can be made via your GP or other primary care professional. An appointment will then be made with a co-ordinator to explore what your needs are, what is important to you and the activities and services in the local area that might help. We will agree a plan and try and help problem solve any barriers to accessing activities and services.

## How can I find out more?

Speak to your GP about Ways to Wellbeing or give us a ring on 01904 683821. You can also email us at [waystowellbeing@yorkcvs.org.uk](mailto:waystowellbeing@yorkcvs.org.uk)

To check out what we've been up to you can follow us on Twitter @W2WYork or visit our webpage: <https://www.yorkcvs.org.uk/ways-to-wellbeing/>



## Warfarin monitoring at your surgery

Haxby Group patients, who are being prescribed warfarin, will now benefit from a new monitoring service, available at their local GP practice.

The new 'finger-prick' 'warfarin monitoring service for patients at the practice, known as INRStar, is now available to all our patients. All patients on warfarin should have received a letter, inviting them to take up this service. It is important that we monitor your anticoagulation therapy to ensure that it stays at the right level for you.

If you have not signed up for this service, please call into the surgery before August to register. Sign up forms are available at all our surgeries, and you can register for the service immediately if you bring your yellow book along to Gale Farm, Huntington and Haxby.

Dr James Read, GP at Haxby Group York, said: "This is great news for our York patients as they will be able to come into their surgery for this service, and get their test, results and dose immediately. And they can book their next test straight away, up to 3 months later."

# Healthcare is just a text away

A new mental health and wellbeing text message service to support young people in North Yorkshire has been launched.

BUZZ US is a confidential text message service for young people aged 11-18 years

Users can text the service on 07520 631168 to receive confidential advice, support and signposting from a

wellbeing worker, who will respond via text message within 24 hours.

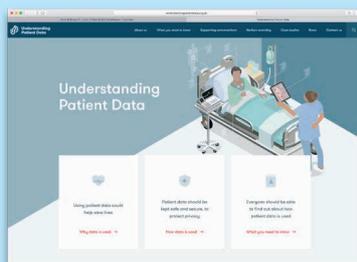
The text service operates 9am-5pm Monday to Thursday, and 9am-4.30pm on Friday.

For more info - <http://www.valeofyorkccg.nhs.uk/latest-news/post/young-persons-mental-health-and-wellbeing-text-message-service-launched-in-north-yorkshire>

## Did you know?

Health and care organisations are becoming 'integrated' to improve health and care. We are working hard here at Haxby Group to be at the forefront of this piece of work, ensuring healthcare is closer to local communities.

## Find out how and why your patient data is being used



Four out of five people don't understand how and why their patient data is used to improve healthcare. Here are some short animations which show how your health and care data is used. <https://youtu.be/fJ2hyXCOOyQ> To find out more, visit [www.understandingpatientdata.org.uk](http://www.understandingpatientdata.org.uk)



News from Twitter

@haxbygroup

@Matty Forts Sad to say goodbye to my final day as a trainee today and so grateful for all the help along the way, but super excited to start a new chapter with @HaxbyGroup

@MikeRCGP What an inspiring week - talking to school children about #NHS70 @BBridgeHigh, watching medical students graduate @HullYorkMed, speaking to newly qualified GPs in Plymouth @TamarFaculty and having lunch with retired College members @RcgpHumber - @rcgp @HaxbyGroup #nhsinsafehands

@ChrisStanley84 I have now worked at every @HaxbyGroup site in York and Hull and can honestly say I have not met a more dedicated, caring and professional team across the board #TeamGP #primarycare #PCH

@ValeofYorkCCG If you've been caught out by the #heatwave follow @HaxbyGroup GP Dr Chris Stanley's advice and apply after-sun lotion with aloe vera and stay hydrated to treat #sunburn at home. More info: <https://buff.ly/2vvnB7B>

## Get online



Need an appointment? Don't forget you can save time by going online to book or cancel your appointments or order repeat prescriptions. Go to [www.haxbygroup.co.uk/get-online/](http://www.haxbygroup.co.uk/get-online/) for more information.

Here you can also:

- Make an appointment
- Cancel and rearrange an appointment
- Order repeat prescriptions
- View your medical history



## Essential Information

**Haxby Health** is produced by Haxby Group for the people of York.

**Haxby Group York** serves around 33,000 patients with surgeries on six sites:

- Haxby & Wigginton
- Huntington
- New Earswick
- Stockton-on-the-Forest
- Gale Farm Surgery, Acomb
- The Old Forge Surgery, Poppleton

Haxby Group is wholly owned and operated by the partners of Haxby Group Practice, a GP practice based in York.

For more information visit [www.haxbygroup.co.uk](http://www.haxbygroup.co.uk) or call **01904 724600**

Follow us on Twitter @HaxbyGroup or have a look at our Facebook page under 'Haxby Group'.



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