

ISSUE 20 WINTER 2019



**Page 2**  
Flu clinics



**Page 5**  
Your Digital Health service



**Page 7**  
Training our staff for the future



**Page 8**  
GP wins inspire award



**HAXBY GROUP YORK**  
01904 928008  
www.haxbygroup.co.uk

York



@haxbygroup



## 24h online contact service launched

**Patients from Gale Farm and Old Forge Surgeries can now contact their GP more easily, thanks to a new appointment service and the introduction of a 24h online consultation facility.**

The new online system means patients can now get same day access via [haxbygroup.co.uk](http://haxbygroup.co.uk), without having to phone or call into surgery to ask for an appointment or support.

"We're really excited about this new way of working which means we can deal with the majority of our patients' needs on the day they contact us," said Dr Thomas Patel-Campbell, GP Partner.

The new service is being tested at two surgeries before being rolled out further. It's a same-day, direct access service via the website, open 24 hours a day, seven days a week.

Patients will be asked for feedback on the new system, and changes made, taking patient and staff comments into account. The aim is that the service will be extended to Haxby Group's other surgeries during 2020. For more information on this new 24h online contact service visit [www.haxbygroup.co.uk/getonline](http://www.haxbygroup.co.uk/getonline)

FIND OUT MORE ON PAGES 4 AND 5

## News in brief

### World's Biggest Coffee Morning

Who can resist coffee and cake, especially when it's for Macmillan Cancer Support for the World's Biggest Coffee Morning? We were supporting this great cause in September across our Hull and York surgeries.



### World Suicide Prevention Day

Staff were showing support for World Suicide Prevention Day across our surgeries in Hull and York, encouraging people to spot the signs of suicide and take up special training and be aware. #WSPD2019

END THE SILENCE  
END SUICIDE



### Changes to prescribing

Please note we won't usually prescribe medicines for minor health concerns. By visiting your local pharmacy to buy over-the-counter treatments, you save yourself time and help to free up GP appointments for those who need them. Find out more: [www.prescriptionchanges.co.uk](http://www.prescriptionchanges.co.uk)

# New Warfarin monitoring service

**Patients who are being prescribed warfarin now benefit from this new monitoring service.**

The "finger-prick" warfarin monitoring service, known as INRStar, is available to all patients on warfarin.

It is important that warfarin therapy is closely monitored to ensure that it stays at the right level.

Haxby Group GP Dr Thomas Patel-Campbell explained: "York patients can come into their surgery for this service and get their test, results and dose immediately, improving safety and convenience for patients as they do not have a delay between having a blood test and receiving their treatment plan. They can also book their next test straight away, up to 3 months later."

"York patients can come into their surgery for this service, and get their test, results and dose immediately."

## New phone system

Our new phone system helps us direct patients to the right support. Patients contacting the practice will notice a new introduction message which helps us answer calls faster and make sure our patients get the most appropriate advice and support.

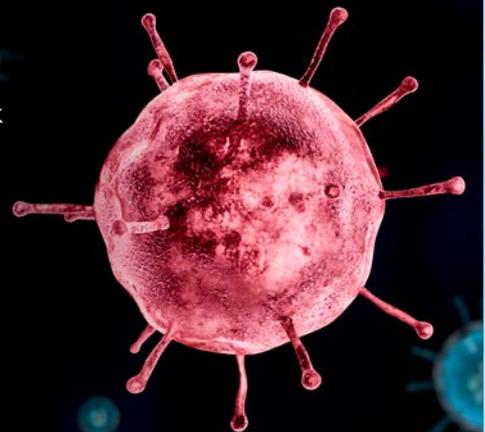


## Flu clinics

This year in York we have invited more than 11,000 at risk patients for a flu vaccination. Just over 75% of these patients have now been vaccinated.

Patients who have received an invitation, but have still not had chance to come for their vaccination, please let us know.

Please note children who have been invited are currently being vaccinated in our clinics and this is still ongoing.



## Ordering medication

The NHS in York has implemented a policy across the city for patients to order medication themselves from their GP practice, rather than have medication ordered by their pharmacy. This is to reduce ordering medication that is not needed, saving wastage and public money.

We appreciate this has been a significant change for many patients. It is also a significant change for pharmacies and for ourselves as a practice. Haxby Group is working alongside local pharmacies to find a way to support patients through this change.

The quickest way to order your prescription is via the NHS App, or you can take your paper prescription request to your surgery.

## Getting the most from your medication

**Did you know that Haxby Group have a team of specialist pharmacists and technicians here to support you in the management of your health and medication?**

Medication reviews are 15-minute appointments with a pharmacist or technician. It's an opportunity to talk about long term conditions, medications, side effects, worries and lifestyle. Even small changes can have a big effect on your wellbeing when it comes to medication.

Medication review clinics:

- **Haxby and Wigginton Surgery** – Monday AM
- **Gale Farm Surgery** – Tuesday PM and alternating Wednesday AM
- **Old Forge Surgery** – Alternating Thursday AM
- **Stockton-on-the-Forest Surgery** – Thursday PM



## Role model will be sadly missed

Earlier this year we paid tribute to former partner Dr Kenneth Myers who died after a short illness. Dr Myers was senior partner in the Practice for many years. Since his retirement he remained interested in Practice matters and was proud of our innovation and achievements in Hull and York which effectively built on his legacy. We owe a lot to his vision and dedication to primary care.

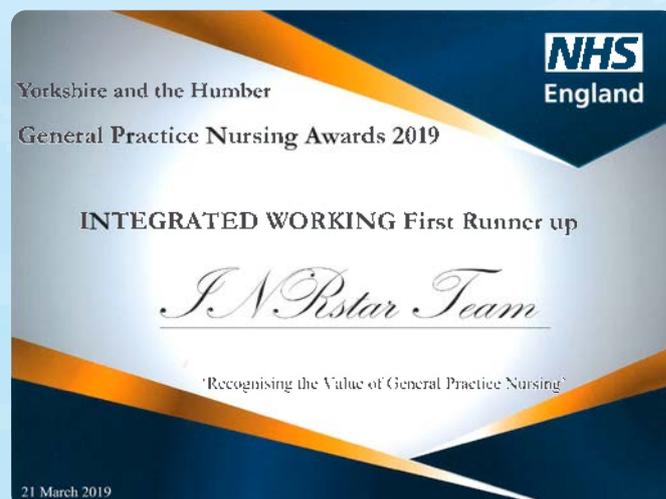


## Star award

**A team of nurses and Health Care Assistants (HCAs) were recognised for being part of a new warfarin monitoring service.**

The INR Star team which runs the Haxby Group service in York, was nominated for the 2019 General Practice Nurse Awards in the Integrated Working category.

The team came as First runners-up with Haxby Group's Philippa Norman, nurse manager, and Loraine Rankin, Senior HCA, receiving the award on behalf of the team.



# Your Digital Health - find o

We're adopting world-leading technology to help patients get a quicker response from their surgery.

Being able to submit information and questions online can improve both the patient experience and communication to the clinician, benefiting patients and the practice.

"Appointments with doctors and other healthcare professionals are limited and we know that not everyone necessarily needs to see a doctor," explained Dr Patel-Campbell, GP Partner and Digital lead at Haxby Group.

"We've spent a long time exploring other ways of satisfying patient need and digital systems will allow us to ensure that patients are seen by the right professional, at the right time, to suit their individual care."

It's important to point out that online systems will not stop patients from contacting the practice by phone, or by coming into surgery if they choose to do so."

"We've spent a long time exploring other ways of satisfying patient need and digital systems will allow us to ensure that patients are seen by the right professional, at the right time."

Use our online consultation service to request an appointment

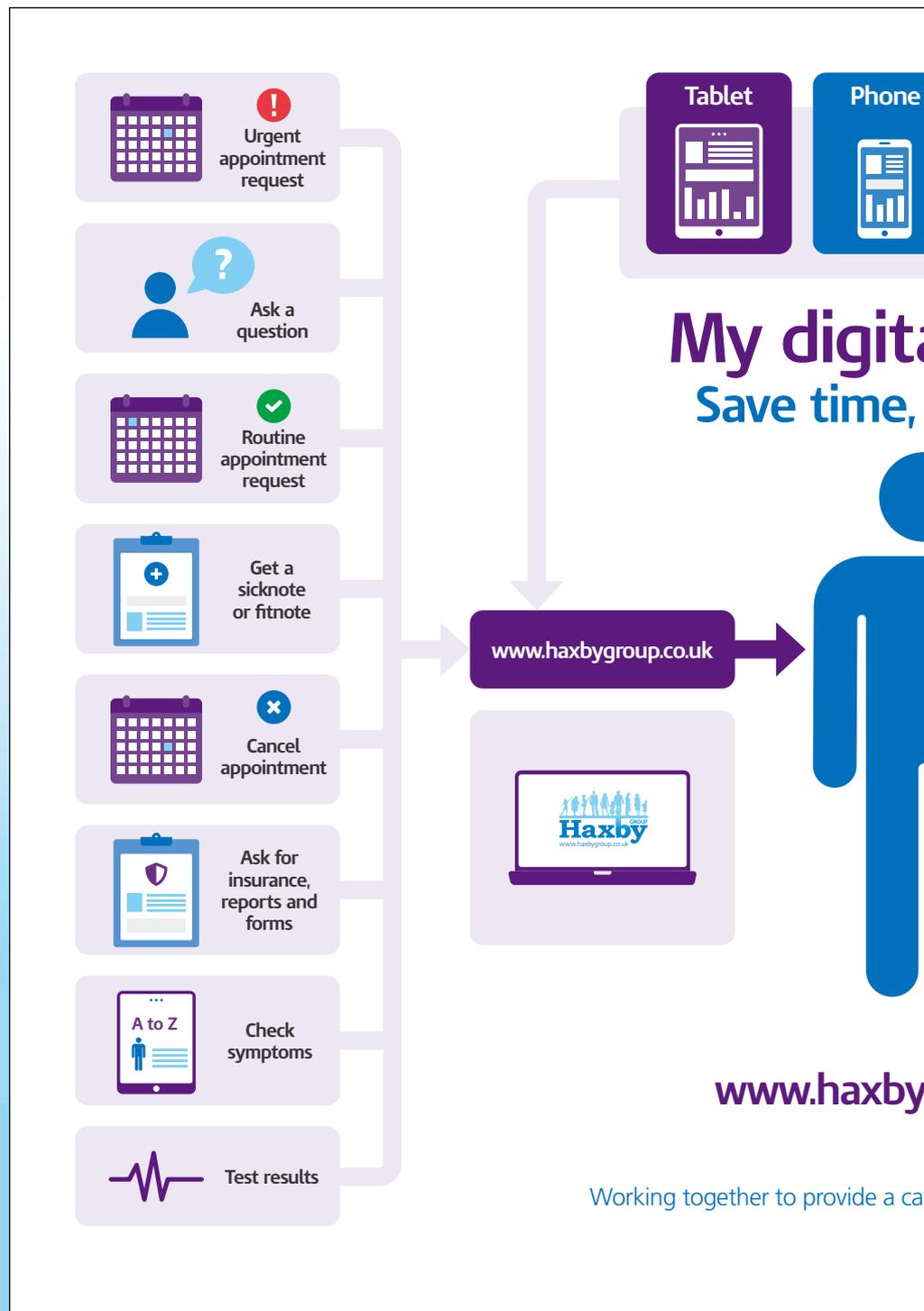
Choose your surgery from the online options.

Registered with one of our surgeries? You can now contact our doctors online

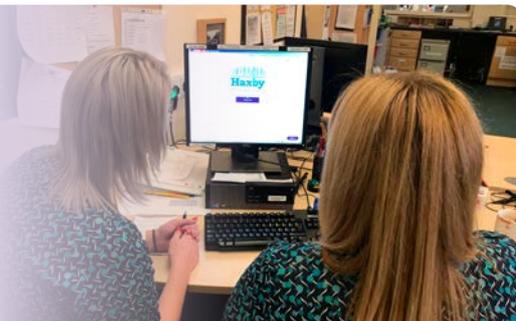
HULL

YORK

Click on [www.haxbygroup.co.uk](http://www.haxbygroup.co.uk)



# out how to use the service



## What is the NHS App?

The NHS App is a new Application for mobile devices launched by the NHS. This convenient way for patients to access their medical records, manage appointments and order repeat prescriptions online, has some additional features coming soon.

Although the NHS App has around 1,000 Haxby Group patient users in York, we're encouraging more patients to start using it.

## Why do I need an App?

You can still phone or call into your surgery to get help, but the NHS App is much more convenient for busy people and less mobile patients.

## Should I use the NHS App or SystmOnline?

It's hard to understand the difference between the recently launched NHS App and the GP Practice App SystmOnline.

Currently, both offer similar functions:

- You can manage certain appointments,
- You can check your medical record and
- Order repeat medication.

As the NHS App is updated, however, additional features will mean you'll get access to much more, including:

- Access the NHS App via a laptop or computer
- Nominate pharmacies
- Book hospital appointments relating to referrals.

Download the NHS App on your phone or device by visiting your App Store.



@haxbygroup

Working together to provide a caring, quality service

# Special support champions

Across our York surgeries we have support staff with special training to help specific groups of patients. Please ask for our champions if you need help.

## Carers Champions



Debbie Meldrum



Heather Wallis

## Dementia Champions



Christine Eaglen



Liz Welsh

## Mental Health Champion



Laura Greenstreet

## Palliative & Cancer Care Champions



Lynda Maude



Jo Atkin



We've been accredited as an Armed Forces and Veteran Friendly Practice. This means that, as well as our commitment to the Armed Forces Covenant, we have a dedicated clinician with specialist knowledge of military-related health conditions and veteran specific health services. If you are ex-forces, please let your GP know.

## Veterans Champion



Charlotte Craven

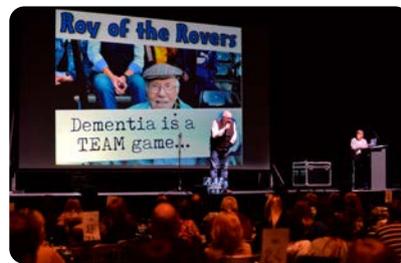
# Training our staff for the future

More than 200 staff from across our York and Hull surgeries joined together for our annual training event at the Hull Arena.

Managing Partner John McEvoy said: "Our focus this year was on 'celebrating the past and looking forward to the future'.

We've had a lot to celebrate this year, including achieving our Outstanding rating from the CQC. Constantly improving and developing for future demands is what we are good at. So our annual training event was a great opportunity to focus on where we need to improve."

"Our focus this year was on 'celebrating the past and looking forward to the future'. We've had a lot to celebrate this year, including achieving our Outstanding rating from the CQC."



## News in brief

### Positive feedback

We just love positive feedback from our patients! Keep it coming and let everyone know how outstanding we are! Thanks so much Giles Farrington for your kind words. Please write to your local paper and let them write good things about GP surgeries #keepitup

#### Huntington Surgery

I JUST wanted to tell readers about the great service I received at Huntington Surgery recently: I rang the surgery at 10.10am and managed to get an appointment for 11am the same day. I was seen and home before 11.30am. People always complain about services. I wanted to say how good my doctor's surgery is.

Giles Farrington,  
Hollis Crescent, Strensall,  
York

## GP wins inspire award

Congratulations to our GP Partner Dr Thomas Patel-Campbell for scooping a top award from the Royal College of GPs. From a shortlist of five, Dr Patel-Campbell won the 'First5 of the year award' at the RCGP Inspire Awards.

Pictured here receiving the award from Professor Mayur Lakhani, RCGP President.



News from Twitter

@haxbygroup

@ValeofYorkCCG

A huge thank you to Lisa from @HaxbyGroup for coming to the CCG office and vaccinating staff today #jabathon #flujab #helpushelpyou #staywellthiswinter

@KlinikUK

Klinik Access is launched in York, northeast England. The importance of getting a quick response from a doctor and better utilising the available resources are key motivators behind the

@HaxbyGroup's adoption of this world-leading technology. #DigitalHealth #NHS #healthtech



## 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 928008**

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



Scan this code to go to our website