



**Springbank**  
Health

www.springbankhealth.co.uk



Winter 2015/16

Springbank Health News



## Our mission statement

**As a patient you will be listened to, understood and respected. We are committed to working together to offer you high-quality, compassionate care. We will always include you in your health decisions and will continually strive for improvement.**



Jo Cook, receptionist

This is our mission statement that was chosen by all the staff, based on the core principles and values of the NHS. There are 7 key principles and 6 values which guide the NHS in all it does. These have been derived from extensive discussions with staff, patients and public.

Members of our team were encouraged to vote for the values and behaviours they held

dearest and, after several team meetings, we reached this statement. The top shared values were compassion, quality and working together for patients so these were incorporated.

You can find more information about the NHS principles and values at NHS choices,

<http://www.nhs.uk/NHSEngland/thenhs>.

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## Springbank Health Highly Rated

We are now benchmarked against other practices and are pleased to see that we fall into the category of "higher achieving" practices. This places us in the top 10% of practices nationally. There are only 2 other practices in the Harrogate area which are also higher achieving.

The ratings come from about 50 different measures comparing us to other practices

nationally. The measures include such things as cancer diagnosis, end of life care, patient satisfaction, prescribing quality and how well we look after people with long term conditions.

It is useful for practices to have this data so we can see if there are any aspects of the care we give that require improvement.

# New Defibrillator For Tockwith

You may have noticed that there is now a defibrillator on the external wall of our surgery in Tockwith. A defibrillator is the device that gives an electric shock to someone who has had certain types of cardiac arrest. It can potentially save lives.

This is a community public access defibrillator (CPAD) and can be accessible 24 hours a day 7 days a week to anyone in the vicinity who requires it. It means more people could benefit from a defibrillator and more lives could be saved. This is particularly important when we live in villages which are a long way away from the nearest ambulance station.

The cabinet has a keycode lock and the

code is accessed by calling 999 which means the device remains secure. It only gives an electric shock when it deems it appropriate which means it is safe and can be used even without training.

The defibrillator cost in the region of £2000 and was funded by Tockwith Parish Council. There is also a new defibrillator located in Cowthorpe on the wall of Oak Dene, Oak Road. There are existing defibrillators located in Bilton in Ainsty, Bickerton, Cowthorpe, Great Ouseburn, Nun Monkton and Moor Monkton as well as inside Springbank Surgery, Green Hammerton.



Lorraine Gill, of the parish council, who helped coordinate the project.

## Community First Responders

Tockwith now has a community first responder (CFR) team. This is a scheme operated with Yorkshire Ambulance Service and involves trained volunteers providing potentially life-saving care. In many medical emergencies the first few minutes are critical and, if effective treatment can be provided at this time, lives can be saved and disability reduced. This is especially true for heart attacks and medical conditions that have caused someone to lose consciousness.

Community first responders are trained in patient assessment, basic life support skills including CPR, defibrillation and oxygen therapy. They are equipped with a defibrillator, oxygen and first aid kit. They are not called out to trauma, traffic accidents or to infants.

When a 999 call is received in the ambulance service emergency operations centre, an ambulance is immediately dispatched. At the same time, if a first responder is on-call in the area, they can be alerted and asked to assist at the incident to ensure trained assistance reaches the patient as quickly as possible.

New volunteers are always needed and if you are interested in training and live in Tockwith, please contact us and we will pass your details to Lorraine Gill, the coordinator.

## Dispensary Improvements



Keith Ledson, dispenser

The entire practice team has been involved in a project to update the dispensing system in order to make it safer and more efficient. It has been a huge effort from everyone but the impact has been that we now have a system that is more reliable. We are grateful for the patience shown by everyone whilst we have been refining this service.

We brought in the expertise of the Yorkshire and Humber NHS Improvement Academy who helped guide us through the process in a structured way. They were impressed with our team ethic and noticed that we already had a very low rate of errors consistent with community pharmacies.

We have always acted on what we call significant events, meaning when things go wrong. However, we are also interested in preventing these events before they happen in the first place. This involves making alterations when

we have even a near miss. We now have a computerised system where accuracy is checked by barcode. The dispensers have more workspace. We also have some new faces in dispensary, including some very experienced dispensary staff. The reception area in Green Hammerton has also been slightly rearranged to give more confidentiality to patients.

The NHS Improvement Academy were impressed with our collaborative effort and have asked if they can publish an account of this project. They are also keen to be involved in improvement projects elsewhere in the practice.

There is a new initiative in the NHS called Sign Up to Safety which is a scheme through which practices and hospitals can share their experiences of improving safety. We are one of the first practices to be involved.

## School Artwork

Thank you to Green Hammerton and Tockwith primary schools for their ongoing generosity in brightening up our surgeries with their fabulous artwork. We get so many positive comments about the pictures and paintings and are very grateful. Here are some of the latest additions to the gallery.



## MacMillan Coffee Morning

Thanks to everyone who attended the MacMillan coffee morning at Tockwith Surgery which raised over £500 for MacMillan Cancer Support. The coffee morning was organised by Christine Edmond, our senior team leader. MacMillan is a charity that provides specialist health care, information and financial support to people affected by cancer. As well as helping with the medical needs of people affected by cancer, Macmillan also looks at the social, emotional and practical impact cancer can have, and campaigns for better cancer care. As a practice we know first hand how much the Macmillan nurses support cancer care and were very happy to be part of their "world's biggest coffee morning".



## Shorter waiting, longer opening...

We receive feedback from the GP patient survey which is a semiannual survey conducted nationally by NHS England. The survey showed that we have higher than average levels of patient satisfaction. We are particularly proud of the nurses here, with 99% of respondents saying they had confidence and trust in the last nurse they saw or spoke to. Respondents also said that if they had a preferred GP, they usually got to see or speak to that GP.

The results were pleasing but also gave us

direction for some improvements we have made in the last year. We have worked hard to reduce our waiting times in the surgery. The average waiting time has now fallen from 14 minutes to 7 minutes. Unfortunately, we still have some days when we run behind as we try and give patients as much time as they need.

We have also increased our opening times. We have long-established late opening on a Monday evening with appointments until 7.30pm. We now have early opening on a Friday morning with appointments from 7.30am.

Another development is that we have tried to make it easier to get through to us by

telephone with an increase in telephone lines from 3 to 6. Early mornings are still the busiest times, so please wait until after 11 am if you are calling for test results.

Please note we are next closed for regional staff training on the afternoon of **11th February 2016**.

As usual there will be cover arranged for people requiring urgent care.



## Protect your child against the flu

A nasal spray flu vaccine is available and encouraged for all 2, 3 and 4 year olds. It is also for children up to age 17 with chronic long term conditions such as heart disease, asthma, diabetes, kidney and liver disease.

For most people, flu is limited to being an unpleasant disease. However, for the very young, the elderly and those suffering from long-term health conditions, flu can be very serious. Children are very good at spreading flu - they often catch it at nursery or school and can make people ill at home, or they catch flu at home and make other children ill at

nursery. By vaccinating your child against flu you help protect them, and make it much harder for the flu virus to spread.

The flu virus is very clever and can change itself every year. The World Health Organisation recommends which virus strains should be used in flu vaccines for the next flu season. That is why your child will need a new flu vaccination every year to guard against flu.

The flu vaccination for children is a nasal spray rather than a jab.

# Refurbishment updates

The refurbishment of the surgery buildings continues with the latest significant changes being new flooring at Tockwith and a newly relaid carpark at Green Hammerton.

The new carpark makes for a safer and cleaner entrance to our surgery and we have allocated disabled parking now. The flooring at Tockwith is of the same hygienic grade as Green Hammerton. The paint on the internal walls of both surgeries has an anti-microbial coating of the same type used in operating theatres. We try to ensure that our refurbishment follows high standards of cleanliness.

We are aware of plans for new housing developments and are in discussion with NHS England with regards to how we can expand our services to meet any increases in demand. To date, we have managed to make gradual improvements with refurbishment and we have not received any grants from the NHS for this. We are grateful for the generosity of some patients to help make improvements possible.



Sophie Gallimore, our new healthcare assistant

## Online access to services

We are pleased to see increasing numbers of patients registering for online services such as booking appointments, ordering repeat medications and now viewing of medical records. You can already go online and see some of the information in your GP records, including medication and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. We are looking to make this available when our computer system, SystemOne is updated to allow it.

We are hoping that it will be a lot like online banking and that you will be able to look at GP records on a computer, tablet or smartphone using a website or an app.

You will be able to look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others. People who have long term conditions might benefit from viewing test results. You can look at your medical records before your appointment to see if there is anything you need to discuss with

your doctor or nurse. This could be your test results, illnesses you have had in the past or if you feel there are any inaccuracies. Before you go on holiday, you could check if your vaccinations are up to date without having to go to the surgery.

We have a responsibility to look after your records. We would ask that you take care online and make sure that your personal information is not seen by anyone who should not see it.

You should not share your login details with others. To protect your information from other people you should keep your password secret. In future you will be able to choose to allow others, like your family or carers to look at your GP online records. No one should coerce you into sharing your GP records. If this happens you should tell us as soon as you can.

If you would like to start using online services, information is available from reception or our website. There is also further information available at: [www.nhs.uk/patientonline](http://www.nhs.uk/patientonline).

## Friends and family test

Thank you for continuing to use the iPads in the surgery corridors to leave feedback for us. Please feel free to do this after every appointment you have. The more feedback we get, the better. The iPads have the "Friends and Family Test" which simply asks if you would recommend us to your friends and family. Even if you answer supportively, please feel free to offer suggestions for further improvements.



## CPR courses

Our patient group, in association with the British Heart Foundation, is running CPR courses which are open for all to attend. We anticipate that the courses will be popular but are keen to provide as many training evenings as required to fulfil demand. Please check our website [www.springbankhealth.co.uk](http://www.springbankhealth.co.uk) for up to date information about dates and how to book a place on the courses.



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