

About Springbank Health

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.

Message from Danny Young, our practice manager:

I joined Springbank Surgery as the Practice Manager in October 2022, after spending over 5 years at a large GP Practice in the centre of York. Previously I had spent around 15 years in the legal and

insurance industries. Springbank appealed to me due to its strong values and a very clear determination to do what's best for both the patients and the staff.

There may be a period of growth as new housing developments appear and I plan to work hard to ensure that Springbank retains those caring, family values, keep providing the continuity of care, and maintain an excellent level of service to our patients.

I also want this to be a fantastic place to work for our team who collectively work so hard to provide a positive experience to our patients.



Act now for hayfever

It is that time of year again. First it's tree pollen in the spring, then flower pollen, then fungal spores into the late summer and early autumn. For many of us, that means runny noses and itchy eyes. Here are some tips for battling hayfever.

Take a daily antihistamine before 7.30am and find the one that works best for you (which may not be the same as the one that works for your best friend!)

Try a steroid nasal spray. These take longer than a few days to start to work and are also best used every single day, even on those days when the pollen count is low. The pollen count is highest at the beginning and end of the day so try and stay indoors at these times.

Pollen can stick to your clothing and hair. Give your outdoor clothes a good shake before you come indoors.

Sunglasses can help to protect eyes from pollen as well as harmful UV rays. Wrap around styles are best for hayfever sufferers.

On hot, dry days, close your windows before 8pm, before the pollen count rises. Also, check your car is fitted with a pollen filter.



Asthma is typically treated with 2 inhalers, one to prevent an asthma attack and one to treat it. The treatment of the attack is called a reliever inhaler and it is most usually blue and called salbutamol.

New asthma guidelines encourage the use of special kinds of preventer inhaler which can also be used as a reliever inhaler. This means the modern way of treating asthma is to simply have one inhaler.

This "maintenance and reliever therapy" is safer and also more environmentally friendly.

Many people are surprised to learn what a big contribution inhalers make to their carbon footprint. The inhalers which puff out medicine at the push of a button contain hydrofluorocarbon (HFC) gas, which is a powerful greenhouse gas, thousands of times more potent than carbon dioxide. One inhaler can have the same carbon

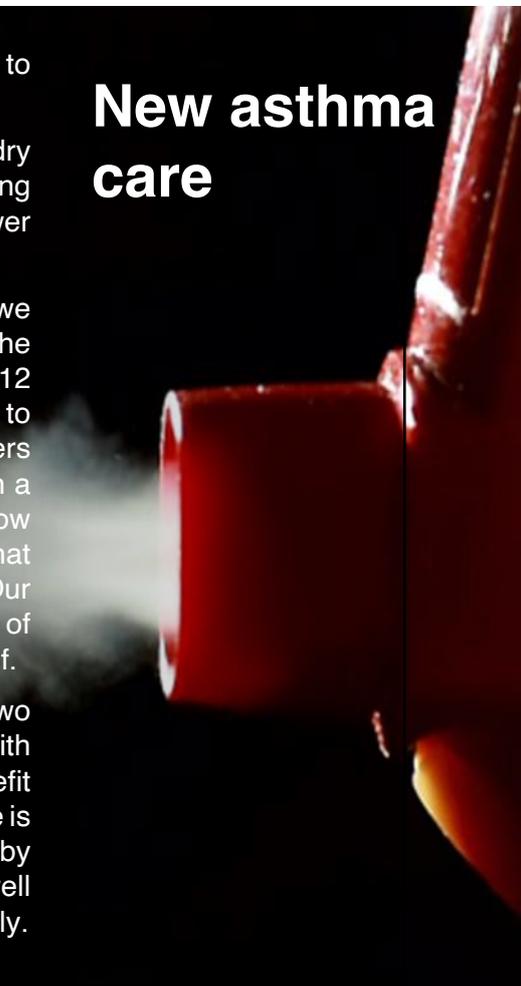
footprint as driving from York to London.

The newer inhalers, called dry powder inhalers, work without having to press any buttons and have a lower carbon footprint. .

At Springbank Surgery, we dispensed approximately 6000 of the high carbon inhalers in the past 12 months! Therefore, we are aiming to invite people to change their inhalers to an alternative. We will do this in a safe way, ensuring that patients know how to use their new inhaler and that the changes are appropriate. Our goal is to cut the carbon footprint of inhaler prescriptions at least in half.

We have teamed up with two pharmacists to contact people with asthma to see if they might benefit from changes in inhalers. The hope is that we can improve safety by implementing new guidelines as well as be more environmentally friendly.

New asthma care



Patient Group Update

Springbank Health Patient Group has 12 members, and we try to match the group demographic profile to that of the practice. We are independent of the practice and all matters brought to the attention of the group are treated confidentially. We are affiliated to The National Association for Patient Participation.

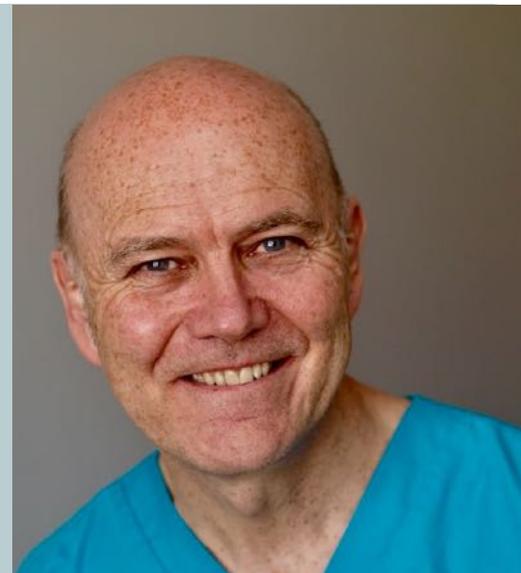
Meetings are held regularly, every 2 - 3 months and a member of the practice team attends each meeting. The minutes of the most recent meeting are posted on the noticeboards at both surgery sites. Patients may attend meetings as observers on request.

We support the practice in providing high quality care that meets the needs of all and in their communication with patients. We discuss ideas to improve patient services, providing feedback on patient needs, concerns and interests to inform and influence practice decision making to ensure services are responsive.

We promote and support schemes to improve health and wellbeing for patients. We also support the NHS Humber and North Yorkshire Integrated Care Board to provide information to patients and obtain feedback about local healthcare services. The group may also provide feedback to, and get involved with, local and national consultations on healthcare if appropriate.

We have supported the practice in a variety of initiatives such as the purchase of an ultrasound scanner and currently run regular CPR courses with support from the British Heart Foundation, please see the posters at each surgery for information.

Details of the group's members are available at both surgery sites and on the practice website. You can contact any member of the group individually or via the practice who will ask the chair to contact you. All registered patients of the practice can apply to become a member of the Patient Group.



Dr Longworth

Parking at Tockwith

The carpark at Tockwith Surgery extends to the converted chapel behind the practice. Please note the signs which indicate the 3 additional spaces for surgery use. Please do not park in the residents' spaces, also marked. We want to remain good neighbours.



You can book your COVID-19 vaccination this spring if:

- you're aged 75 or over (by 30 June 2024) or
- your NHS record suggests you may have a weakened immune system due to a health condition or medical treatment.

Eligible patients will be contacted by the practice for covid boosters.

We recently said a sad farewell to Dr Pope, who has left the practice to pursue her ongoing interest in running women's health clinics.

We are pleased to be joined by Dr Deemica Patel, herself having a growing interest in women's health and have also welcomed back Dr Libby Aspden from maternity leave. Dr Kathy Rudd has also joined the team on a long-term basis.

Since the pandemic, our number of registered patients has increased by about 10% and we are ensuring our appointment provision increases by more than this.

We are teamed up with other local practices in what is called a primary care network. Our network practices are in Knaresborough and Boroughbridge and we share pharmacists who work remotely. You may occasionally have a phone call from a pharmacist to ensure your medication is right for you. Pharmacists are also taking a role in asthma reviews this year.

Opening Times

Some appointments are pre-bookable and some are reserved for more urgent problems, bookable on the same day. There is always a duty doctor who is available to help with very urgent problems. This means we can always ensure help when needed. Our nurses are highly experienced and are skilled in triage and urgent care.

We are part of a team of practices in the Harrogate area and can provide additional appointments at Mowbray Square in Harrogate on evenings and weekends, including for blood tests, cervical smears, dressings and GP appointments. Speak to reception for more information.

Green Hammerton

Monday	8am - 6pm
Tuesday	7.30am - 6pm
Wednesday	7.30am - 6pm
Thursday	8am - 6pm
Friday	8am - 6pm

Tockwith

9am - 12pm	2.30pm - 6pm
9am - 12pm	2.30pm - 6pm
9am - 12pm	2.30pm - 6pm
9am - 12pm	Closed
9am - 12pm	2.30pm - 6pm

Appointments can be booked with reception on 01423 330030 or through our website www.springbankhealth.co.uk if you are registered to use SystmOnline. In order to use online services, you will have to register at our reception. We will ask you for ID when you do this. Our reception team have more information. We also have available econsults, which are query forms you can find on our website, to get advice quickly.

Our clinical team

Please see a nurse or primary care paramedic for:

Family planning and contraception, asthma and COPD reviews, diabetes reviews, immunisations, complex dressings, minor injuries, minor illness.

Please see a healthcare assistant for:

Blood tests, ECGs, blood pressure checks and reviews, health checks, hearing tests, dressings, care plans.

Please see a physio for any joint or musculoskeletal pain.

We have several pharmacists who work remotely and may contact you to review medication.

The receptionists will help you access the best appointment for you. You may also see district nurses, health visitors, midwives, diabetic retinal screening and other healthcare professional who visit the practice from local hospitals.

Doctors:

Dr Angela O'Donoghue
 Dr Richard Tatham
 Dr David Longworth
 Dr Libby Aspden
 Dr Andrew Jennings
 Dr Kathryn Rudd
 Dr Nancy O'Neill
 Dr Deemica Patel

Physiotherapists:

Martin and Gareth

Social prescriber:

Heather

Health coach:

Richard

Mental health worker:

Nichola

Nurses:

Keri and Helena

Healthcare assistants:

Katie and Ellie

Out of hours care

Our normal opening hours are 8am-6pm so if you need medical attention between these times, please call us on 01423 330030.

Outside our opening hours, you should dial 111 if you need to contact a doctor. Calls to this number are free from landlines and mobiles. You will then be directed to the most appropriate service.

If you have a medical emergency at any time, please call 999.

Local urgent care centre

The nearest NHS urgent care centre is located in York hospital. The address is Wigginton Road, York YO31 8HE. Appointments are through calling 111. The centre is open 24 hours a day, 7 days a week.

How to obtain medications in an emergency

In normal surgery hours, please contact the surgery. Out of hours, please contact the out of hours doctor's service or local urgent care centre. When away from home, a local GP practice will be able to help. Pharmacists are allowed to dispense some medications without a prescription, but will need your GP practice details.

Integrated Care Board

North Yorkshire integrated care board is responsible for commissioning NHS services in the area. For more information, visit: www.humberandnorthyorkshire.icb.nhs.uk/



Helena - Practice Nurse



Martin - Physiotherapist

Appointments:

Consultations are by appointment. Appointments can be made in person, by telephone or online. An appointment is normally for one person and one problem only and lasts 15 minutes. Please advise us as soon as possible if you are unable to attend or no longer require an appointment. We offer appointments that can be booked in advance and those that can be booked on the day. We try to balance these appointments to meet demand. We aim

to routinely offer longer appointments for people with long term conditions with a care plan as well as those with learning disabilities and dementia.

Urgent Care:

We have a duty doctor and duty nurse or paramedic who ensure that we are always able to help patients with urgent problems on the same day, either by telephone or in person.

Home Visits:

We offer home visits for housebound and seriously unwell patients. If you require a home visit, please let us know as early in the day as possible. Our practice covers a large area and we need to plan the best use of our resources. A member of the duty team will usually ring back to discuss the problem prior to the visit. This sometimes helps plan investigation of a problem prior to you seeing a paramedic or doctor at a later time.



*you care for them,
we care for you*

<https://www.carersresource.org/>

Carers have a tough job – it can mean unrelenting pressure, little chance to relax and a lot of worry. The system is complicated, and the issue is hidden.

Carers' Resource provides support for carers, no matter what their age, race, religion or needs. Follow the link to discover what support they can offer you as a carer, or as someone who might work with carers. This is for carers of all ages and is aimed specifically at people in North Yorkshire.

Prescriptions and Home Delivery

Prescriptions issued during an appointment will normally be dispensed promptly.

We keep a comprehensive stock of medications at both sites. Requests for repeat prescriptions can be made up to a month in advance.

We normally request 2 working days

to get them ready and sometimes this can take longer if there are national supply shortages.

We now have an established home-delivery service for patients who are housebound or vulnerable. Please let reception know if you or someone you care for would benefit from this service.

Springbank Health
York Road
Green Hammerton

Tel: 01423 330030
www.springbankhealth.co.uk



Springbank
Health