

HUNMANBY PRACTICE

Hungate Lane
Hunmanby
YO14 0NN

Telephone : 01723 890280

PATIENT VOICE

HUNMANBY PRACTICE PPG
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Hot Weather is lovely but don't forget the risks associated with too much exposure to sun and overheating as the temperature soars



NEWS FLASH

A new app is now available to help you book online appointments, repeat prescriptions and view your medical record from your phone:

www.nhs.uk/nhsapp

hunmanbysurgery.gpsurgery.net

HUNMANBY PRACTICE NEWS

PRIMARY CARE NETWORKS - How services are changing (NHS ENGLAND)

Since the beginning of the NHS in 1948 the population has grown, people are living longer and many are suffering with long-term health conditions: diabetes, heart disease, arthritis, mental health problems. The importance of primary care cannot be over emphasised and GPs have faced many challenges to provide support and treatment in the local surgeries that we all expect.

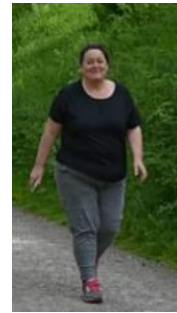
NHS plans for 2018 and 2019 had the ambition that all GP Practices should become part of local primary care networks (PCNs) which are designed to combine and share skills and services and enable improved provision of personalised, co-ordinated health and social care. Clinicians see, within this ambition, the possibility of moving from a purely reactive service (provision of appointments, prescriptions and referrals) to a more proactive one which seeks to provide holistic care for the people and the community in which they live.

Primary care networks will be based on GP registered lists, typically serving natural communities of around 30,000 to 50,000. They should be small enough to provide the personal care valued by both patients and GPs but large enough to have impact and economies of scale through better collaboration between practices and others in the local health and social care system. Hunmanby Practice is now part of the Filey & Scarborough Healthier Communities Network.

EXTENDED ACCESS

The Pilot Project to improve evening and weekend access to GP services across the Scarborough and Ryedale is now well underway. On the whole, feedback from users has been positive. It has however been difficult for patients to give information to the service if for some reason they have been unable to attend. Talk to the Practice about any difficulties.

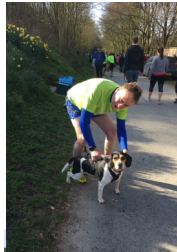
Information on extended access appointments, which include evening GP appointments between 6.30 and 8.00 pm can be accessed through the surgery. Presently appointments are being made for 8th August, 30th Sept, 10th October and 15th October.



GP PLEDGE DAY

TV Personality Dr Zoe Williams was among 1000 GPs and Practice Staff who took part in a special park run event on 1st June 2019 to mark the first birthday of an initiative to promote health and well-being. More than 800 Practices have now signed up – including our own Practice at Hunmanby. Volunteer led, the 5k events take place on Saturday mornings and are open to walkers and runners of all ages and abilities. They are socially focused and the emphasis is on regular participation rather than sparkling performance. Dr Jaidev, Patient Liaison Lead Alison, Receptionist Stella and Practice Nurses Val and Denise took part in what will now become an annual event. Park runs take place every week at Sewerby. Come and join the regular runners and get fit and healthy with the team.

PS: Alison's husband did it with Bella the dog.



ATTENTION: A patient survey is due to take place over the next few weeks. You may be asked to complete a questionnaire whilst you are in the surgery between now and the end of September.

Patient Participation Group

Your PPG members have had rather a slow few months. Feedback from patients and the surgery has been limited and we need to find new ways of ensuring that your representatives really do speak for you at Practice meetings.

If you want to talk to a member of the Patient Participation Group email

annie.hunmanbypracticeppg@gmail.com
Richard.hunmanbypracticeppg@gmail.com

or
 email alison.irwin3@nhs.net at the Practice.

She can provide telephone details for a member of the PPG who will be available to take your call if you would like to speak to one of us

You can use the PPG mail-box in the surgery which will be emptied once a week by a PPG member.

You can join the PPG as a virtual member and be included in circulated emails and discussions within the group. Ask for information in the surgery.

The PPG and practice staff are hoping to have a presence at the FUNMANBY event. There will be members of the group and staff on hand to ask questions about the Practice and the PPG.

PATIENT ASSOCIATION NEWS

PATIENT SAFETY CONGRESS

Over a thousand delegates gathered to discuss the latest patient safety initiatives at a Patient Safety Congress in July. They considered how the NHS can improve its quality of care for patients.

Patient Association Chief Executive Rachel Powers joined a panel of experts to discuss patient safety. The discussion considered ways in which design, focused individual need can help healthcare technologists to enable safer care. Rachel spoke of empowering patients to enhance patient safety and underlined the importance of person-centred care. This is care where there is an agreed plan which both patients and their families understand. The plan identifies a clear point of contact and ongoing communication. It was an engaging and informative event and the NPA is looking forward to continuing our work with partners to improve patient care.

National Patients' Association—share your experience

Have you found recent consultations with your doctor helpful? Whether a consultation or follow-up has been positive or one that could have been better than National Patient Association (NPA) will be interested to hear about your experience. The NPA works in partnership with the Care Quality Commission (CQC) so when you call the national helpline or email us, it can make a real difference.

To get in touch with the helpline team and share your thoughts of using GP services

- call 020 8423 8999, email helpline@patients-association.com or visit our website. The National Patient Association Website

SAVING MONEY ON PRESCRIPTIONS

Prescription charges rose in April to £9.00 per item. If you pay for prescriptions there is one way to save money. PREPAYMENT Certificates mean that you can get all prescription items at a cost of £29.10 for 3 months and £104.00 for 12 months. Please ask your pharmacist for a form.

Don't forget that simple pain-killers and other over the counter medications might be cheaper than prescription charges. Ask your doctor about the things that you could buy yourself and save your family and the NHS from unnecessary cost. If you are not taking prescribed items please tell your GP.

CLINICAL COMMISSIONING GROUP MEETINGS

Once a quarter the PPG is invited to send a patient representative to a Clinical Commissioning Group meeting. These meetings are designed to provide information about NHS developments and to gain insight about patients' experiences and concerns in respect of the service they receive from their GPs and in other healthcare situations.

In June, our representative was Richard. Subjects which were the focus of presentations were:

- **The Patient Experience Forum** which will take place on the 30th July at Malton Community Hospital 2.30—4.00 pm. This is run by the Humber Community Trust and allows people an opportunity to talk and suggest where service improvements are required. This is an open meeting and if you would like to attend please do so.
- **Continuing Care** and the process through which patients are assessed following illness to determine whether their care requirements are primarily health or social care and the possibilities of costs being shared between the NHS and the local authority
- **Strong and Steady** which is a programme to restore strength and mobility to frail elderly people through a programme of gentle exercise
- **Scarborough and Ryedale Annual General Meeting** – taking place Wednesday 24 July 2019, 6.15pm – 8pm at Stephen Joseph Theatre, Scarborough.

If you would like to know more about the presentations or discussions a member of the PPG will help.

UNDERSTANDING MENTAL HEALTH PROBLEMS

You will all perhaps have noticed the developments in media coverage of mental health problems that are increasing across the country. The BBC has recently covered a range of topics in a Mental Health Season which have focused on powerful, personal stories about mental health and the services that support those in need of help.

Whilst awareness of mental health problems is growing and discussion more open, it is clear from media reporting that waiting lists for help from psychiatrists, psychologists, counsellors and mental health support teams are growing and help with illness is not always available immediately.

Greater understanding and active learning about problems that can affect any of us (and may already be having an impact on your life) can be helpful. Improved understanding of conditions that we might experience may help us to manage some of our own difficulties and help us to give support to those we love who might be suffering in some way.

Mental Health Awareness Week in May concentrated on Body Image, the way we think and feel about our bodies, the factors that cause body image concerns and how we regard our body might have an impact on mental health.

Other campaigns and initiatives for 2019 / 20 are detailed in the TIME TO CHANGE calendar and include World Suicide Prevention Day (10th September), World Mental Health Day (10th October), National Stress Awareness Week (4th—8th November).

www.timetochange.org.uk

DEALING WITH DEPRESSION

If you are feeling depressed or unhappy there are things you can do that will help you manage your low mood.

- Stay in touch with friends and family and don't withdraw from your social circle and make an effort to join local groups and activities
- Be active. If you take up some form of exercise your mood will probably improve. If you haven't exercised for some time then walking for 20 minutes every day is a good way to start.
- Avoid drinking too much alcohol. You might think that alcohol helps but it will not solve the problem and may increase your depression.
- Try to eat a healthy diet. Some people under-eat when they are depressed but others eat too much.
- Have a routine. Sometimes people get into poor sleep patterns when they feel down. They stay up late at night and sleep during the day. Daylight and fresh air help lift the mood and increase energy.
- Ask for help if what you have tried yourself doesn't make you feel better

FINDING THE HELP YOU NEED

There are lots of organisations that provide help, advice and guidance for people who are suffering with mental illness. Whether you are depressed, or anxious, struggling to sleep, or in need of psychological counselling it is possible that online and telephone support services, social and self-help groups might hold the key to your recovery. If you need help identifying an organisation that might help you or a member of your family the PPG might be able to point you in the right direction. Contact details for the PPG are on Page 2.

CAMHS: Child and adolescent mental health services

The term CAMHS is used to identify all services that work with children and young people who have difficulties with their emotional or behavioural well-being.

These are specialist services that can help if children and young people:

- Feel sad or perhaps that they do not want to be around any more
- Have problems with family
- Have difficulties fitting in at school
- Hurt themselves or want to do so
- Feel anxious or scared
- Have problems with eating and food
- Have trouble talking to other people
- Have problems sleeping
- Hear voices or see things
- Feel angry or are struggling to control their emotions
- Find it hard to concentrate
- Find it hard to make friends
- Have to repeat words or actions
- Worry about germs
- Don't like themselves
- Have no self-confidence

If you are a parent, a carer, a teacher, social worker or a GP or other health worker you can refer a child or a young person to CAMHS.

If a young person is over the age of 16 they can refer themselves to the service.

You can find more out about the CAMHS service by visiting the NHS website <https://www.nhs.uk>

IAPT— ONLINE THERAPY FOR YOU

Anxious? Stressed? Depressed? Online talking therapy can help. The North Yorkshire IAPT service provides talking therapies to patients registered with Scarborough and Ryedale Practices and is primarily for treating people with mild to moderate mental health issues such as anxiety, depression and post traumatic stress disorders.

IAPT is designed to give

- Better access to service
- Clinical improvement and recovery
- Improved social and economic participation including employment for working age people
- Increased patient choice and satisfaction

Treatments are delivered via a 'stepped care model' where patients are offered low intensity therapies including computerised cognitive behavioural therapy (cCBT).

CONTACT: IAPT NORTH YORKSHIRE for further information

PATIENTS' VOICES

Dear PPG

My mother, who is 63, is having problems with short term memory She has been diagnosed with dementia but she is still mentally and physically very active though she can no longer go to work. She is living with me but family conversations are a bit routine and she is on her own a lot. Can you give any advice about where she might be welcome for a couple of afternoons a week to help with her social activity and some jolly conversations.

Agnes



Dear PPG

I was in a PPG before I moved to Hunmanby. I don't have a car and can't get to meetings very often. Can I be a member just on email or Facebook? Thanks JACK

DEAR PATIENTS

If you would like to ask a question, make a suggestion, provide information or comment on any of the articles in the newsletter please get in touch.

You can use the PPG letter box in the surgery, or use the contact details on Page 2 of the newsletter.

Please get in touch. Let us know what you think

The Editor

Dear PPG

I wonder if there's anywhere local that does first aid courses for patients.

I am always worried that I might not do the right thing if one of the kids has an accident.

Thanks Melanie

USEFUL CONTACTS

SCARBOROUGH, WHITBY AND RYEDALE MIND: 01723 356562

CAMHS: 01723 346000

ALZHEIMERS SOCIETY: 01723 500958

ALCOHOLICS ANONYMOUS: 0800 9177650

RECOVERING KINDRED SPIRITS: 01723 362111

BEREAVEMENT COUNSELLING—PRIORY GROUP: 08002808284

EDITOR RESPONSE TO PATIENT LETTERS

Dear Patient (response to previous enquiry)

There is often a male doctor available at the surgery. Please ask the receptionist when you call the surgery if you prefer to see a man and remember that extended access might be a good route to try if there is no male doctor available at Hunmanby.

Dear Gaynor (response to previous enquiry)

Ring Carers' Resource on 01723 850155 for information on respite care for you son who needs supervision if you are absent.

Dear Melanie
Scarborough Tec run courses for Paediatric First Aid. The cost is £100 and it is mainly aimed at people who are working towards a qualification in childcare but it covers a wide range of topics; accidents, bones and muscles, scalding and burns, allergies, bleeding, and choking. You can apply to the college directly.

Parish Council Notes

The Parish Council notice board is close to the post office at the top of the High Street. Don't forget to read the notices when you are in the area. There may be important messages about health and well being that have an impact on the local community

Hunmanby Parish Council

01723 891479 has a freely available list of local clubs that provide social and special interest activities. Your village might have similar information.

Ask your parish councillors about what might be available close to where you live.

Dear Jack

We are happy to welcome virtual members to the PPG and you can be active on line if you cannot get to meetings. It might also be possible for one of us to arrange a lift to meetings which are usually at the surgery offices in Hunmanby.

FEEDBACK TO PATIENTS

Patients in contact with the PPG suggested ways to improve the service at the Practice. As a result

- Circulation of the newsletter has increased
- waiting times for routine appointments have been reduced and the surgery is now able to offer these within a period of no longer than two weeks.
- an application has been made to NHS England to install an automatic door opener and a door bell to improve access for people with disabilities