

MyHealth:Why?

• Why is a change necessary?

We carried out some research last year where patients were asked a number of questions. It became clear that the name 'Strensall' was no longer relevant. You also wanted more involvement in your care, improved access to information and services.

• Have patients been involved in the process?

Yes, through surveys and the Patient Participation Group. Information was also communicated via the website and the notice boards in the waiting rooms of all our branches.

• Why **MyHealth**?

MyHealth is a new name and a new look for your health care centres. Our new name better represents how we aim to work in partnership with you.

• Is it costing lots of money?

We have set aside a small budget for the new name to cover items such as signs, stationery and practice brochures, which were already out of date, tired and in need of change.

Wherever possible we are running down stocks of printed material which will be replaced by the new look when we re-order.

By doing this we will be using money already allocated in budgets, thus keeping the overall cost down to an absolute minimum.

Most of the work has been done internally by a talented and dedicated team who have taken on this additional work whilst still doing their 'day job'.

• What's changing?

Apart from the changes to the health care centre signs, we will be introducing the new colours and style into items such as letters, leaflets, posters, brochures and the website. Plus we will be looking to introduce new health awareness campaigns, initiatives and clinics.

• What's staying the same?

Our commitment to providing an excellent service for our patients.

• Will our contact details change?

No, all our contact details will remain the same other than the website which has changed to: myhealthgroup.co.uk

• Why wasn't I told?

We have sent letters to all households in our practice area as well as producing this newsletter. Posters will also be displayed around the Practice.

• Who do I contact if I have any queries about the new name?

Contact our Practice Manager, Joanne Rowe, on 01904 490532

MyHolidays

MyHealth wants to help you have a relaxing, healthy holiday. Remember to contact us for travel vaccinations and advice **at least 3 months** before you go! You may need vaccinations over a period of several weeks. Contact your local **MyHealth Care Centre** for a form to complete or visit myhealthgroup.co.uk.

Please order your repeat prescriptions in good time too!

MyPremises

Are you an allied health professional looking to offer your services through a GP surgery?

If so, please contact our Practice Manager, Joanne Rowe, on 01904 490532.



Strensall Medical Practice renamed **MyHealth**

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When I arrived in Strensall in 1983 to become the sixth partner at Strensall Medical Practice the practice had already undergone a great deal of change and expansion. Over the years the practice at Strensall has enlarged to take on branch surgeries at Stamford Bridge, Huntington and Dunnington but has always remained as Strensall Medical Practice. The buildings and Partners have changed over the years, always hopefully for the better and now I am writing to you to tell you of further changes ahead.

As you all must be aware, new times are inevitable for General Practice within the NHS and we will not be caught standing still. The time has come to change our name and image, but we can promise you that we are, and will continue to be, the same committed group of GPs dedicated to patient care.

We have been talking to you more and more about the service you receive and expect. Through surveys and our Patient Participation Group, we are trying to understand your feelings about what we do and how we do it. This has been really enlightening as not only do you want us with you during difficult times, you'd also like our help to understand more about your health and the positive steps you can take for yourselves to keep you as fit and as healthy as you possibly can. You want to work in partnership with us to manage your health, even more than you do already; a surprising alignment to the Government's health agenda. So our belief of working in partnership with you links with your own thoughts and the Government's and has led us to our own new slogan of "together, you're healthier".



Dr Ian Lyall

The time spent researching and planning this change we believe has been imperative to the continued success of not just our Practice but actually the NHS and we are luckier than most to have internal experts who have managed this alongside their day-to-day role. We can all take our health for granted but if we can help just a small number of you to recognise signs of potential problems, we all understand that prevention is better than cure.

It's true that you will see changes in our outward appearance but we can assure you that our continued pledge is to you and your health, present and future. Most of you will be so accustomed to the name of Strensall Medical Practice that this will seem odd, but we would encourage you not only to embrace the new name but also to accept the principle of your involvement in your health care and becoming more health aware.

May I wish you all the very best of health!

Dr Ian Lyall

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MyPatientFocus

An NHS initiative that really works!

Mr Rowland Armitage celebrated his 74th birthday recently. He has been a patient of **MyHealth**, Strensall since he was born in Flaxton; originally with Dr Blacklee who ran the surgery from the front room of his house in the village and now with Dr Chidlow at the purpose-built Health Care Centre in Southfields Road.

Rowland likes to keep fit and active, and regularly walks with friends and their dogs in Yearsley Woods probably covering a good three and a half miles. He is always trying to knock a minute off his time!

Rowland is also a keen cyclist. One morning he set off on his cycle and completed a 20 mile ride before his appointment at **MyHealth** for his NHS Health Check.

NHS Health Checks are a new initiative offered to all patients between the ages of 40 and 74. Everyone is at risk of developing heart disease, stroke, type 2 diabetes or kidney disease. But these diseases can often be prevented, and NHS Health Checks can help you by assessing your risk and giving you personalised advice on how to reduce it.

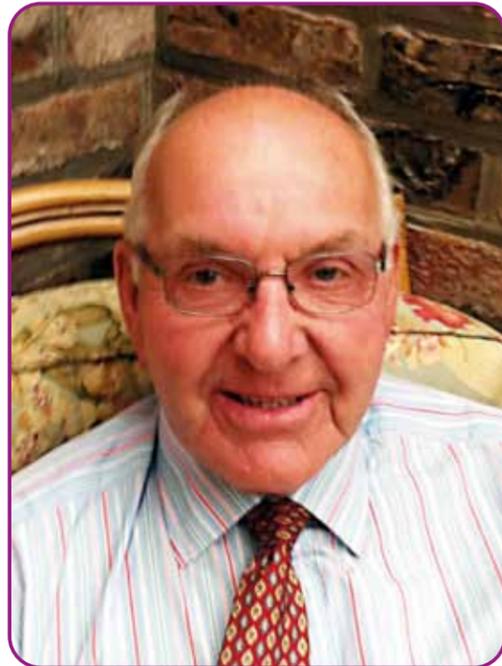
Rowland recalls: "Everything was okay, my weight, blood pressure, everything, except for my pulse. The Practice Nurse asked me to make an appointment to see Dr Chidlow".

Dr Chidlow said "Mr Armitage was referred to me after our Practice Nurse detected he had an irregular pulse when she saw him as part of the new NHS Health Checks. He had no previous symptoms suggesting he had a heart problem. I arranged for him to have an ECG which revealed him to have a particular type of heart block which can lead to pauses between heart beats. He was referred to see the cardiologists who arranged an urgent pacemaker".

Rowland recalls: "Dr Chidlow immediately referred me to the hospital to see Dr Crook. Then, a few days later, the hospital rang me to ask me to come in that afternoon! I went to the hospital and was fitted with a pacemaker! Dr Crook said to me while I was having it done "If you weren't having this done today, you probably wouldn't see Christmas!" He told me it wouldn't have been long before I started having dizzy spells and blacking out. That was a shock, as I often walk in the woods and cycle long distances on my own".

Rowland says he is very pleased he was called for an NHS Health Check. "It's an NHS initiative that really works!"

"If you weren't having this done today, you probably wouldn't see Christmas!"



Mr Rowland Armitage

“Working in partnership; together, you're healthier”

MyAppointments

Online Appointments

There is now a simple and easy way to book your appointments online at myhealthgroup.co.uk. This facility is designed to be more convenient for you during those times that the telephone lines are busy or your **MyHealth Care Centre** is closed.

Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointments online regardless of the time of day or night.

Using the internet, you can search for and view a range of available appointments; then just book the one which is most convenient for you.

Please note our new website: myhealthgroup.co.uk

Telephone appointments

Remember - for those of you with a hectic and demanding lifestyle, telephone consultations are available if you wish to speak with a GP or Practice Nurse but feel that you do not need to be seen or examined.

These calls are pre-booked and we will phone you at an agreed time.

Extended hours

As some of our patients find it difficult to attend daytime appointments during the working week, we provide a number of pre-bookable appointments on some evenings and Saturday mornings.

These can be booked by contacting **MyHealth** during normal working hours on 01904 490532.

Repeat Prescriptions Online

You can also make requests for repeat prescriptions without having to visit your Health Care Centre. Login to Appointments Online and click the 'Repeat my medication' link on the right-hand-side menu. You will be able to see a list of agreed repeat prescriptions on screen and select repeat items required.

Choose the **MyHealth Care Centre** where you wish to collect your prescription. Alternatively you can ask for your prescription to be sent to a 'call house' or select a pharmacy to collect it for you. Please allow 2 working days before collecting your prescription.

MyServices

MyHealth provides a full range of community health services to nearly 18,000 patients from 4 locations. Some of the many services **MyHealth** provides for you include:

- Extended Hours
- Pneumococcus vaccinations
- Chronic disease management
- Contraception and IUCD fitting
- Palliative care
- Minor surgery
- Phlebotomy
- Maternity Care
- Travel clinic
- Dispensing Services
- Complex wound care
- Minor injury & Minor illness
- Private medicals
- NHS health checks

MyHealth will also help you connect with the right people closer to home: services such as physiotherapy, podiatry and counselling are conveniently located at some of our **MyHealth Care Centres**.

MyGPs

Blenheim Palace Triathlon

On Saturday 9th June, some of your GPs braved the cold to compete in the Blenheim Palace Triathlon.

Doctors Mark Stenton, Russell Saxby, Pete Frost and Dan Crowley took part in what may become an annual event! The challenge was over 3 separate events: running, cycling and swimming and the competitors were cheered on by family and friends.

The GPs are also signed up for the Castle Howard Triathlon on Sunday 22 July raising funds for St Leonards Hospice. Come along and support them if you can!



Dr Saxby, Dr Crowley, Dr Frost & Dr Stenton