

## MyNewsletter

### Welcome

Welcome to our new look magazine for patients of MyHealth.

This magazine is produced by MyHealth Group for the people of York and surrounding areas.

We welcome your views and comments, so please let us know what you think and what you would like us to include in future editions. You can also follow us now on Facebook and Twitter.

### Leadership handover

Dr Graham Gibson has taken over the role of lead partner in the practice from Dr Ian Lyall who has announced his retirement later this year in October. Dr Gibson has been a partner in the practice since 1989. This change means he has a greater involvement in the running of the practice, working closely with other partners and practice manager Joanne Rowe.



"I'm looking forward to supporting MyHealth Group and all our staff and patients, as we look to the future. From talking to patients and staff I know that Dr Lyall will be sorely missed and we wish him well in his retirement," said Dr Gibson.

Dr Lyall has worked at the practice for 30 years. Look out for some of his highlights and memories of his time at the practice in the next edition of *MyHealth Matters*.

# New ultrasound scanner arrives



### Patients at MyHealth are set to benefit from a new community ultrasound scanning service to be launched this Spring.

The ultrasound scanner will be coming on Friday mornings to Strensall and Stamford Bridge health centres, alternating between the two sites.

Offering ultrasound scans on site will mean doctors can make quicker decisions on patient care. Currently patients have to be referred to hospital for ultrasound scans can take up to 12 weeks. Now patients will have more choice about where to have

### Key benefits:

- Quicker results
- Convenient for patients – closer to home
- Secure, electronic transfer of images
- Expert opinion and supervision available from consultant radiologist at hospital
- Quality assured service, registered with Care Quality Commission (CQC)

their scan and it will speed up the process for getting scan results to their GP.

Dr Lesley Welch said: "This is a really positive move for our patients and is part of our drive to improve patient care.

"It will be much more convenient for people and their families, they will get

quicker results and their overall experience will improve. Doctors will receive the scan results electronically and will then have access to expert opinion and supervision from NHS consultant radiologists as the images can be transferred electronically to the hospital too."



# Safeguarding your data

## Access to health care data

In recent months there has been a great deal of discussion about the sharing of health care data with third party organisations which has led to some confusion. Here we clarify the recent changes

### Care data

Sharing information about the care you have received helps the NHS and other organisations understand the health needs of everyone and the quality of the treatment and care provided.

It helps find more effective ways of preventing, treating and managing illnesses. It also helps researchers by supporting studies that identify patterns in

diseases, responses to different treatments and the effectiveness of different services.

The information used will never identify a particular person and only the minimum information needed to improve patient care and services will be used.

The aim is that, by using information about the care you have received, those

involved in providing care and health services can see how well they are doing and where improvements need to be made.

You may want to prevent confidential information about you from being shared or used for any purpose other than providing your care. If you do not want information that identifies you to be shared outside your GP

practice, please ask at the practice to make a note of this in your medical record.

The Care.data scheme will now be launched in October as there has been significant confusion and media attention around this.

#### FIND OUT MORE:

Visit [www.nhs.uk/caredata](http://www.nhs.uk/caredata), speak to your GP or call 03004563531

### Summary care record

Your Summary Care Record (SCR) enables NHS clinicians to view basic information about your health status electronically.

This could be useful in an emergency. For example, should you be taken ill

elsewhere in the UK, without your permission a doctor could view a list of your current medication and allergies to help administer correct and appropriate treatment.

Currently your SCR is

limited to only providing clinicians with a list of your current medication and allergies. In the future, you will also have the opportunity to allow clinicians to view a list of your significant medical conditions.

The aim of a SCR is to improve the level of health care you receive from the NHS most helpfully in an emergency situation.

#### FIND OUT MORE:

[www.nhs.uk/scr](http://www.nhs.uk/scr)

## Changes make it easier to register with us

In future, it won't matter where you live, you can still register with MyHealth, thanks to proposed changes.

National changes to the way GPs work mean that, from October, MyHealth can register patients from outside its practice boundary.

Practice Manager Joanne Rowe said: "This is great news for patients and people who want to come and use MyHealth. It means patients who move out of the area can stay

with us and anyone already living outside the boundary can apply to use our services.

"It will give people more flexibility and choice of health provider."

The changes, which come into effect in October, mean all GP practices in England will be able to register patients from outside their boundaries.

### FIND OUT MORE:

Contact Helen Cox, Assistant to the Practice Manager.



# Patient's big swim for charity



**MyHealth patient Lottie Riley is in training to swim the English Channel this September as part of relay team to raise money for Diabetes UK.**

Lottie, of Strensall, says she's always wanted to swim the Channel and aims to raise more than £1,500 for the charity to help those with diabetes.

"Swimming was a big part of my life when I was younger and I decided to get involved again – I'm absolutely loving it. At the moment I'm training very hard and swimming three

times a week."

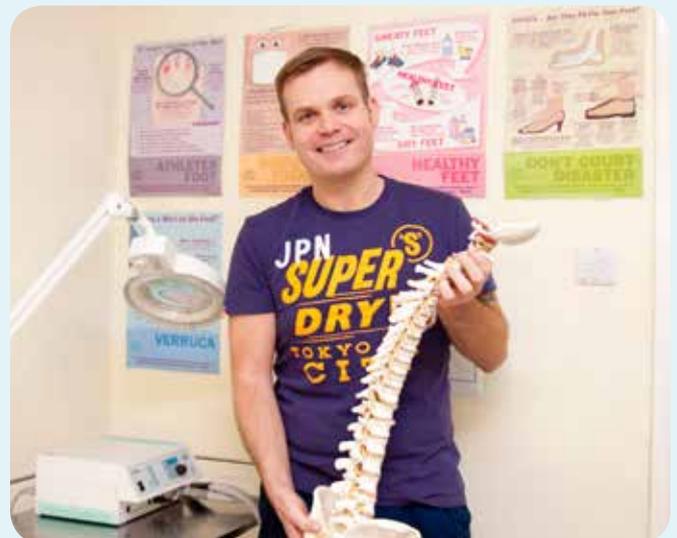
Anyone who wants to support and sponsor Lottie, can visit her web page at [www.virginmoneygiving.com/LottieRiley](http://www.virginmoneygiving.com/LottieRiley)

## Direct access to a physiotherapist

Did you know that you have direct access to a physiotherapist on Tuesdays and Fridays at Strensall Health Care Centre? MyHealth provides a two day a week physiotherapy service which you can attend by simply completing a self-referral form at the Health Care Centre. Dr Dan Crowley from

My-Health said: "You don't have to be referred by a GP – you have direct access to physio. This is part of our drive to improve health services for patients here at MyHealth. We hope that more people will self-refer to this service."

*Pictured is physiotherapist Gavin Bolger*



# Books on prescription

## People tackling mental health issues in York now have a brand new route to free treatment with the new 'Books on Prescription' scheme.

The Books on Prescription scheme enables GPs and mental health professionals to write a 'book prescription' as part of a patient's therapy. This recommends reading from a set of 30 self-help books approved by health professionals and designed to help people address or manage health problems such as anxiety or depression.

The books can be ordered and borrowed from any library in York, including the mobile libraries and home library service.

The full range is on display in Acomb and York Explore, Dunnington, Huntington, Strensall and Tang Hall libraries as well as Sycamore House Reading Café.

### How it works?

- You are given a book prescription by your GP or health professional.
- Take this to your local library, where staff will help you find the book.
- The books can be

obtained at any library in York, including the mobile libraries and home library service.

- If you are not already a member of the library you can join immediately using the Book Prescription as ID and take the book/s home.
- Books are issued for 3 weeks and can be easily renewed if no-one is waiting for them. You can do this by visiting your library or online at [library.york.gov.uk](http://library.york.gov.uk)
- The recommended books are on display in 7 libraries

**FIND OUT MORE:**  
Go to [www.york.gov.uk](http://www.york.gov.uk)



## Worried about your memory?



'I remember that day as clear as can be... but it's a struggle to recall what I did this morning.'

If you are worried, contact your GP. The earlier you seek help, the sooner you can get information, advice and support.

For more information visit [alzheimers.org.uk/memoryworry](http://alzheimers.org.uk/memoryworry)

*Lilly*

These materials have been developed by Alzheimer's Society and are being produced with financial support from Lilly and Lundbeck.

Alzheimer's Society operates in England, Wales and Northern Ireland. Registered charity no. 296645. Company limited by guarantee and registered in England no. 2115499.

Leading the fight  
against dementia  
**Alzheimer's  
Society**

## Are you worried about your memory?

People with memory concerns are being urged to visit their GP as part of a national campaign to increase understanding of the early signs of dementia.

The 'Worried about your memory?' campaign has been launched by the Alzheimer's Society which is leading the fight against dementia. Currently only 48% of people in the UK living with dementia have a diagnosis.

**FIND OUT MORE:**  
Visit the Alzheimer's Society website - [www.Alzheimers.org.uk](http://www.Alzheimers.org.uk)

## Cutting no-show appointments

Patients are being urged to help the NHS cut the numbers of missed GP and outpatient appointments.

Figures have suggested that more than twelve million GP appointments are missed each year in the UK, costing in excess of £162 million per year. A further 6.9 million outpatient hospital appointments are missed each year in the UK, costing an average of £108 per appointment in 2012/13.

GPs are urging patients to help cut the numbers of missed appointments, saving precious NHS resources. Missed appointments can cause delays in treatment for other patients.

MyHealth lets patients check, book and cancel appointments at their own convenience and order repeat medication online. So if you can't make it to your appointment, please let us know.

# Give us your feedback

## If you want to get involved in improving patient services at MyHealth, we want to hear from you.

We need volunteers to join our Patient Participation Group to let us know how we can develop our services for the future.

We will be meeting on 24 March at 6pm at Strensall Health Care Centre so please come along and get involved.

MyHealth's PPG lead Dr Lesley Welch will be at the meeting, alongside Joanne Rowe, MyHealth's Practice Manager. Lesley Barker, Branch Manager at Stamford, will also be there.

Dr Lesley Welch from MyHealth said: "We need as many people as possible to



join in, give us their views and help us shape things for the future. Your feedback is really important to us, so please get in touch or just come along to the meeting in March."

### FIND OUT MORE:

To find out more about the PPG, contact Lesley Barker, Branch Manager at Stamford Bridge.

### Give us your views

We get many thank you letters and positive comments from patients. Here are other ways you can rate us or just give us your views:

NHS Choices: [www.nhs.uk](http://www.nhs.uk)

 [www.facebook.com/Myhealthgroup](http://www.facebook.com/Myhealthgroup)

 [@MyHealthYork](https://twitter.com/MyHealthYork)

E mail us at [contactus@myhealthgroup.co.uk](mailto:contactus@myhealthgroup.co.uk)

Write to us at:  
MyHealth, Strensall Health Care Centre, Southfields Road, Strensall, York, YO32 5UA

Complete a feedback form in any MyHealth Care Centre

## Social media at your service



MyHealth is now on Facebook and Twitter, so please 'like' and 'follow' us if you are also signed up.

We hope to give you regular updates via social media and welcome your comments via Facebook and Twitter too. Keep in touch and pass on our details to your contacts too.



## The earlier the better...

People should seek health advice early and not store up health problems, according to a national NHS campaign.

"The earlier, the better" say top doctors as the NHS launches a public awareness campaign in a bid to persuade people to visit their GP or pharmacy, rather than end up in hospital.

MyHealth Group's Dr Russell Saxby said: "Many hospital admissions could be avoided if people get healthcare advice or support earlier. Here at MyHealth we can give expert support for people with a whole range of health problems, so don't leave it too late to get yourself checked out."

**FIND OUT MORE:**

[www.nhs.uk/asap](http://www.nhs.uk/asap)



## Over 60 and feeling under the weather?

Speak to your local pharmacist for quick health advice or go to [www.nhs.uk/asap](http://www.nhs.uk/asap)

The earlier, the better.

# What our patients said about us

To help us improve, we ask all our patients every year what they think about our services. Your responses help us to make important changes to our services and the way we work. Often we can make simple changes which support patients and make it much easier to make appointments or attend the health care centres. We also use these results to improve the way our staff work. Please keep your comments coming and help us to become a better health care practice.

## Results

Overall this year's patient survey results are encouraging, with 97% of patients who responded saying their overall experience was very good or good.

Our GPs and nurses particularly received good feedback with a large proportion of patients commending their skills and approach.

## Who responded to the patient survey



### How helpful are the receptionists?

	2013/14	2012/13
Very helpful	86%	79%
Fairly helpful	12.2%	20%
Not very helpful	1.3%	1%
Not helpful at all	0%	0%
Dont know	0.4%	0%

### How do you normally book your appointment?

	2013/14	2012/13
Online	23%	25%
In person	24%	28%
By Phone	53%	47%

### How often do you get to see/speak with your preferred GP

	2013/14	2012/13
Always or almost always	68%	60%
A lot of the time	20%	26%
Some of the time	12%	11%
Never or almost never	0%	3%

### How do you feel about how long you normally have to wait when you arrive for your appointment?

	2013/14	2012/13
Its not too long	89%	84%
It's a bit too long	9%	13%
Its far too long	2%	1%

## How good was your GP appointment?

### Length of appointment

	2013/14	2012/13
Very good	81%	72.6%
Good	16.3%	24.4%
Neither good nor poor	1.8%	3%
Poor	0.9%	0%
Very poor	0%	0%

### Listening skills of GP

	2013/14	2012/13
Very good	84.1%	78.9%
Good	13.7%	8.1%
Neither good nor poor	1.3%	1.9%
Poor	0.9%	1.1%
Very poor	0%	0%

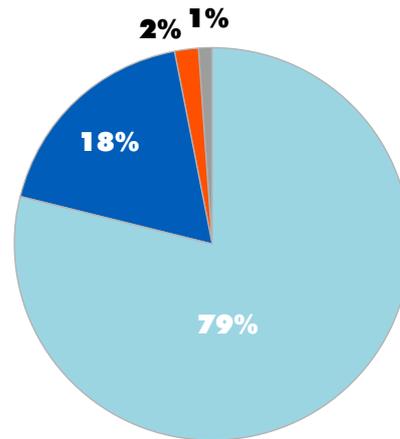
**How good was your GP appointment?** Continued

How involved do you feel in the decision making process?		
	2013/14	2012/13
Very good	72.6%	65.2%
Good	23.3%	24.4%
Neither good nor poor	3.3%	5.9%
Poor	0%	0.7%
Very poor	0%	0.7%

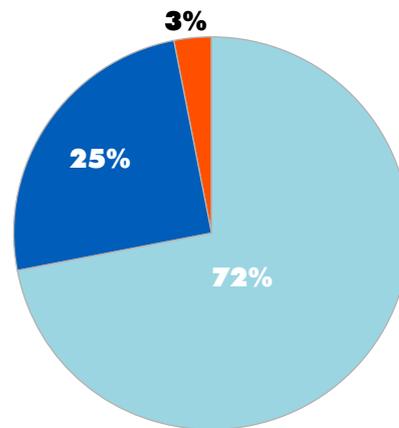
Did you feel the gp treated you with care and concern?		
	2013/14	2012/13
Very good	80.6%	72.3%
Good	17.2%	22.1%
Neither good nor poor	1.8%	3.3%
Poor	0.4%	1.5%
Very poor	0%	0.4%

Do you have confidence in your clinician?		
	2013/14	2012/13
Yes definitely	89.6%	89%
Yes to some extent	9.9%	10%
No not at all	0.5%	1%

**How would you describe your overall experience of MyHealth?**



**2013/14**  
**Very good 79%**  
**Good 18%**  
**Neither good nor poor 2%**  
**Poor 1%**  
**Very poor 0%**



**2012/13**  
**Very good 72%**  
**Good 25%**  
**Neither good nor poor 3%**  
**Poor 0%**  
**Very poor 0%**

**Feeling low and need to talk? Need help with relationships?  
 Problems with your thoughts and feelings?**

**We can help by giving you the space to think and talk.  
 We can help you find hope.**

The Tuke Centre is a counselling and therapy service which offers discreet, confidential support. All you need to do is give us a call and we'll take it from there. We offer a free telephone consultation with one of our therapists to help decide which of our services would be right for you.

We provide a single point of contact for a full range of psychological therapies including counselling, psychotherapy, psychology and psychiatry as well as specialist services for trauma, eating disorders and personality disorders.

**Call 01904 430370**  
 or for details see our website:  
**www.thetukecentre.org.uk**

28 Green Dykes Lane York YO10 3HH



Part of The Retreat York Registered Charity 1089826



Michelle, Phillipa and Ellie pledge to make a difference

**Some of our pledges:**

- "I pledge to always go the extra mile with customer service for every patient every day"
- "I pledge to project a calm demeanour in front of patients and colleagues in any situation."
- "I pledge to work with the Carers Centre to help raise awareness of the Carer's Centre and the services they offer"
- "I pledge to greet warmly every patient whether verbally on the phone or in person"
- "I pledge to ensure all patients feel important to us by listening carefully and responding appropriately, to ensure they are treated with dignity and respect"
- "I pledge to, in as far as is possible, touch every piece of paper only once."

# NHS Change Day pledges

**Staff at MyHealth made more than 20 pledges to "Do something better together" as part of NHS Change Day 2014.**

On March 3 more than 300,000 pledges were made by NHS staff and patients across the country to do something which will improve patient care. Joining in NHS

Change Day will not only help MyHealth staff work to change things for patients, it will give a shared purpose which will boost the NHS nationally.

MyHealth Finance Manager, Helen Redpath said: "NHS Change Day is an amazing initiative which has gathered momentum and given people more passion and drive to make a

difference. It's not just about a single day of action, it's about making the changes that matter in every day practice, reminding ourselves of why we do what we do."

**FIND OUT MORE:**  
Go to the NHS Change Day website: [www.changeday.nhs.uk](http://www.changeday.nhs.uk)

## MyContact Details

Call us on 01904 490532

Email us at [contactus@myhealthgroup.co.uk](mailto:contactus@myhealthgroup.co.uk)

Write to us at MyHealth, Strensall Health Care Centre, Southfields Road, Strensall, York, YO32 5UA

 [www.facebook.com/Myhealthgroup](http://www.facebook.com/Myhealthgroup)

 [@MyHealthYork](https://twitter.com/MyHealthYork)

