

MyNewsletter

Welcome

Hello and welcome to your summer edition of the *MyHealth Matters* newsletter for the people of York and the surrounding areas.

It barely feels like five minutes since we released the Spring edition, but a lot has happened at MyHealth since then.

We've had six new starters to the team, held our annual Staff Conference and launched a pilot of a brand new service at Strensall Health Care Centre. You can read all about these in this edition.

We always welcome any views or comments, ideas and suggestions so please let us know what you would like to see in the next edition.

Name our scarecrow

MyHealth has entered this year's Strensall Scarecrow Festival on Saturday 6 and Sunday 7 September.

We now need ideas for a name and guise of the MyHealth Scarecrow. Please let us know what you think. You can tweet or message your suggestions, or e mail contactus@myhealthgroup.co.uk

Half-day closures

Until recently, Dunnington Health Care Centre was closed on a Wednesday and Friday afternoon. This has now changed to Tuesday and Friday afternoon.

Getting to know your team



The MyHealth nursing team are extending their roles in more ways than one.

Not only are they getting more specialist training, but outside surgery hours they will be talking part in the Plusnet Yorkshire Marathon Relay. A huge pat on the back for their can-do attitude and participation in all things MyHealth.

There is certainly more to the four Practice Nurses at MyHealth than what meets the eye. Clinical Nurse Leads Liz Stenton and Fiona Wilby manage the day-to-day Practice Nurse duties,

The role of a Practice Nurse

It is important to note that the role of a Practice Nurse is extremely diverse. From asthma and diabetes checks, contraception appointments, immunisations and minor injuries, some practice nurses also have specialist minor illness training which means that they can see patients who would usually have an appointment with a doctor.

while also assisting Head of Nursing, Helen Cox in overseeing the nursing team.

Practice Nurses Sarah Dobson and Judy Oxberry are qualified Nurse Prescribers and Judy is also trained in minor illness, alongside Liz and Fiona. Treatment Room Nurses Jennifer Dennison

and Juliet Midgley are experts in baby immunisations and dressings and MyHealth's two newly appointed Health Care Assistants support the nursing team with anything from phlebotomy to health checks. The nursing team work across MyHealth's four Health Care Centres.



New online functions

A new online feature will shortly be made available which will enable patients to view parts of their medical

records from a home computer. You will be able to go online and see:

- A summary of your medical record
- Vaccination History
- Medications

- Test results
 - Allergies
- More details will follow in the next few weeks.

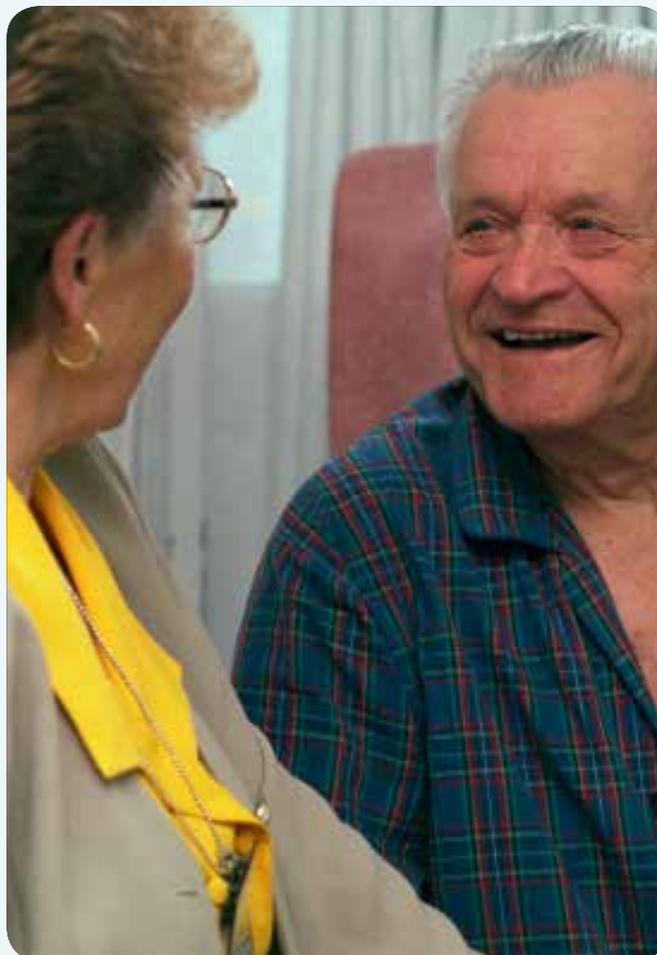
Changes to doctor locations

Dr Ian Lyall will soon be retiring after 30 years with the practice. As a result, there will be some changes to doctor locations and opening hours.

Dr Peter Frost currently works at Strensall and Huntington – this will shortly be changing to Strensall and Stamford Bridge.

Appointments

MyHealth is updating its appointments system. In the coming months, the practice will be migrating to a new system to make the appointments booking system simpler and more efficient for patients. We are working to make this transition as smooth as possible and plan to go live in October.



Named GP for patients over 75

MyHealth is writing to patients aged 75 and over, to inform them of their named GP.

This is part of a national initiative.

Your named GP will take lead responsibility for your care and the services you receive within the practice. You are still entitled to see any GP of your choosing, at any location you wish.

If you have any questions about this, please do not hesitate to contact MyHealth on 01904 490532.

Patient Participation Groups – a guide

Here at MyHealth we are passionate about involving our patients in the shaping of our services.

Sharing views and getting patient feedback is crucial to developing our service at

MyHealth. That's why our Patient Participation Group (PPG) has recently branched out and become a face-to-face occasion.

We've already had two face-to-face PPG Meetings, our first on Monday 24 March

at Strensall and our latest on Thursday 26 June, at Stamford Bridge. These have been a great success. We've also appointed a PPG Chair, Sian Wiseman who brings with her a wealth of experience and expertise as a local Parish

councilor and member of the Health and Wellbeing Board.

The next PPG meeting is scheduled for 6 October at 6pm at Strensall Health Care Centre. For more information contact: contactus@MyHealthGroup.co.uk



Staff Conference brings everyone together

The annual MyHealth Staff Conference took place in May focusing on MyHealth's plans for the next twelve months.

With 47 staff attending from Strensall, Stamford Bridge,

Huntington and Dunnington, teams were challenged to a 60-question battle covering topics such as the Care Quality Commission, NHS England and Nursing.



New recruits for our apprentice scheme



Joining the MyHealth team we welcome Emma Hamilton, Laura Ellerker and Jessica Atkinson as Business Administration Apprentices.

Emma, Laura and Jessica have already made a positive impact in taking on administrative roles in general practice at Strensall Health Care Centre. Emma and Laura join us from Huntington School

Joining the team: from left, Emma, Laura and Jessica

after completing A-Levels. Jessica joins us after completing her studies in English Literature, Film and Theatre Studies at

York College. From everyone at MyHealth, a very warm welcome to our newest members of staff.



Eye donation

The gift of sight

Cornea transplants are needed because of disease or injury, which can lead to blindness. The miracle of cornea transplantation can help restore sight. One donor can restore the sight of two people through a cornea transplant.



Join the NHS Organ Donor Register
0300 123 23 23
www.organdonation.nhs.uk

MyHealth staff are good sports



This October, the doctors, nurses and administrative staff of MyHealth are switching their uniforms for their running gear as they join the Plusnet Yorkshire Marathon Relay to raise money for St Leonard's Hospice and Martin House Hospice.

Same Day Access pilot in Strensall

A new walk-in service which guarantees a same day consultation is being piloted at Strensall Health Care Centre.

This is for patients who cannot wait for a routine appointment and similar services may be introduced at Stamford Bridge Health Care Centre in the future.

The walk-in service runs from 8:30am to 11:00am, Monday to Friday.

Patients are asked to complete an assessment form on arrival before



being seen by a member of the clinical team.

Patients must note that this service does not

include dressings. These are dealt with during a specialist Treatment Room Nurse appointment.

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

 www.facebook.com/Myhealthgroup

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

E mail us at contactus@myhealthgroup.co.uk

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

All go for Advanced Training Practice

MyHealth will shortly become an Advanced Training Practice (ATP) for nursing students. This will build upon its existing involvement in teaching for Foundation Year doctors

Dr Russell Saxby



(first or second year after Medical School) and registrars (fully qualified doctors).

It will mean the practice can plan for the future workforce of nurses, making sure that it has fully trained nurses for years to come.

Dr Russell Saxby said: "Historically general practice nursing has not been a common role for newly-qualified nurses but we hope at

MyHealth our new ATP status will help encourage younger nurses to step through the door of general practice."



Fiona is a proud mum

MyHealth Practice Nurse Fiona Wilby has a reason to be proud.

Last month, her son James represented England in the swimming at the Commonwealth Games and was part of the gold medal winning men's 4 x 100m medley relay team, finishing in

record time.

James (pictured) performed incredibly in his very first international meet, reaching the individual finals of both the 200m breaststroke and the 100m breaststroke, finishing 6th and 7th respectively.

Huge congratulations to James, and Fiona too.

Farewell to Dr Lyall

MyHealth will say goodbye to Dr Ian Lyall after 31 years in October. Here he tells us about some of the highlights of his time here in York.

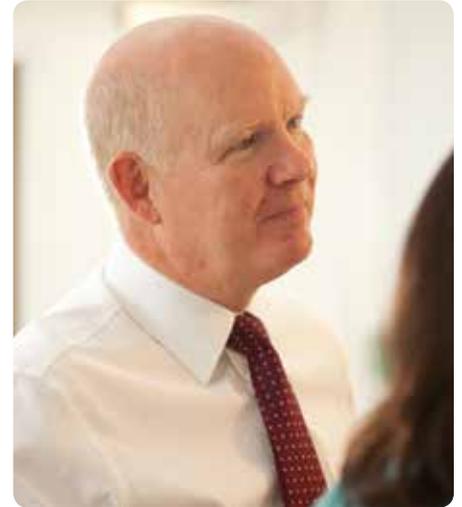


Well, that's about it then, 31 years at Strensall Medical Practice (sorry MyHealth) and I am about to hang up my stethoscope for good.

Having qualified in 1977 after some time in the Army, Helen and I arrived in Strensall to take up my new post on 1st August 1983.

I was then joining a group of six partners as an additional doctor with the then Senior Partner being very well known in national medical political circles. I felt quite out of my depth initially but was soon made more than welcome by the Partners and staff alike. I immediately became a bit of a talking point because as Strensall was full of military personnel, who are frequently moved around, I soon had requests for appointments for 'Capt. Lyall' from those who had been posted with me here.

In 1983 the practice area was only a little smaller than it is now and although we worked from four locations there have been considerable changes. The surgery building in Strensall was fairly new following a move from a bungalow on the Main Street and was half its present size. Stamford Bridge similarly being new and again was much smaller. In Huntington we consulted from what was the sitting room and dining room of a semi-detached house with the receptionist living upstairs. This had previously been her house and initially the waiting room was one of her living areas where her husband would sit and chat with the patients. Some years later we were able to purchase a Health Authority clinic and modify this into the present accommodation. In Dunnington we were sited in a converted butchers shop with the evidence of its previous



Clockwise from above left: Dr Lyall with wife Helen, with his son Ewan and at work in the practice where we has been for 31 years

“ In Dunnington we were sited in a converted butchers shop with the evidence of its previous existence being meat hooks in the back room ceiling! ”

existence being meat hooks in the back room ceiling! A new surgery at Dunnington was built on the site of the old school keeping the same outline.

Appointments in those days were five minutes long with paper records only and three surgeries during the day. We finished when we finished – and that could be late into the evening. We did all our own on call, nights and weekends with Saturday morning surgeries in both Strensall and Stamford Bridge.

Communications were often a challenge as mobile phones had not yet been invented. We had two-way radios in the car with the transmitter at Strensall but unfortunately we shared a wavelength with Leeds Ambulance Service so often got rather odd messages. During out of hours we had a portable radio which we took home and our spouses became

quite proficient in radio procedure although it often caused a smile when they chatted for a while forgetting to press the send button! Many a time the receptionists would look at the visiting list and try to anticipate which house we were at and call ahead to catch us with additional work.

I think I have seen more changes in the last 31 years than there were in the previous 35 years since the NHS was formed and clearly there are more changes to come. Preventative medicine has changed the health of the nation and this has and should continue to be the aim of the NHS along with the provision of “acute” medicine in both primary and secondary care.

As I move into a stage of life where it becomes increasingly likely that I will be a recipient of medical care I hope and trust the NHS does not lose its way and so long as those that lead us are like the Partners at MyHealth I feel encouraged that this is unlikely.

I have really enjoyed my time at Strensall and wish good health to all patients of MyHealth and encouragement to the Partners and staff alike.





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CHANCE
FOR A FREE
TRIAL**

**...OF THE YEAR'S OUTSTANDING
DEMENTIA CARE PRODUCT**

Memory Bank is a series of DVD resource packs that uses archive films to prompt stories and memories to share and enjoy.

It is used for reminiscence sessions in a wide variety of settings including; *care homes, hospitals, day centres, dementia support groups, domiciliary care and at home.*

"My best investment in activity resources... ever!"
- Council Service Manager, Adult Provision (Elderly Persons' Homes)



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**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



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Did you know?... In the last 4 months at MyHealth, there have been

11,049	GP consultations	149	Minor Surgery Consultations
8,711	Nurse consultations	963	Minor Illness Consultations
121	Brand new patients	172	IUCD & coil inserts/removals
1,079	Missed appointments (DNAs)	600	Vaccinations



Embracing social media

We are continually looking for new ways to engage and communicate with our patients and local people.

In addition to the usual ways of contacting us, we are now active on Facebook and Twitter, so please link up with us – details are on the back of the newsletter and

on our website.

Our Facebook page and Twitter feeds are updated on a regular basis with practice news, happenings in and around our practice, national

health news, photos, stories and local events.



MyContact Details

Call us on 01904 490532

Email us at contactus@myhealthgroup.co.uk

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

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