

## Dr Lesley Welch Retires After 26 Years

We were sorry to see Dr Welch leave, at the end of March, after 26 years at MyHealth. Before she left, we asked Dr Welch about her time in the Practice and her plans for retirement.

'I can hardly believe I will be retiring from medicine at the end of March.

When I first arrived at Strensall Medical Practice in 1992, I was very pleased to be working in such a geographically beautiful part of the world. Stamford Bridge country roads full of glorious yellow daffodils in spring are always a cheery site.

I remember being told that I was the first lady doctor they had had at Stamford Bridge, and was delighted when the local ladies started to knit baby clothes when my 4th baby was born - George (he is now 22!).

More recently I have ventured onto Strensall common with my 2 Border Collies (no sheep at present!), and what a wonderful place to practice 'mindfulness'. I can recommend a long walk in the middle of the common it makes you feel like you are in another world.

There have been many changes over that time, both in medical and political terms, we are bigger in size, now 19,000 patients, it was only 14,000 when I arrived. There are new developments and many more new patients to arrive I am sure. We will all have to deal with expanding need as best as possible.

The one area I have been especially proud of is achieving GP training status in the practice. This means we have had training doctors in the practice for the last 14 years, it takes 10 years to train to become a GP so these new doctors are greatly needed and thank you to all who have contributed to their development by allowing videos of your consultations for training purposes, they are an invaluable tool. So developing new GPs has been a huge privilege and I am pleased to say this continues along with training hospital doctors F2's, of which we have 2 at present.

I am sad to be saying farewell to many patients who over the last 26 years many I consider to be friends, we have shared lots of hugs, tears and smiles.

It has been an honour to have looked after many of you over this time and I hope you all continue to look after your health, stay well, and respect your Clinicians advice; it comes with good intention and many years of experience.

I will be enjoying retired life with my husband, children and granddaughter and may well see many of you in the local vicinity, when I am not on holiday or enjoying our lovely scenery on my motorbike!

Take care and Au Revoir,  
Dr Lesley Welch'



## Telephones... light at the end of the tunnel

We would like to thank all of our patients for their patience during what has been a difficult time for patients and staff alike. After a number of years in development we are hopeful we will be migrating to a new telephone system, possibly as early as September 2018. We will keep you updated on the progress.

## Travel Health

In order to maximise nurse clinical time with patients, sadly we have had to take the decision to suspend our Travel Health Service. This means that we will no longer be able to offer vaccinations for holidays and advice about malaria prevention.

**Please note that this does not apply to the normal vaccinations you are entitled to, such as child health immunisations.**

We are disappointed that we have had to make this change and apologise for any inconvenience.

# Appointment Availability



In addition to the recent retirement of Drs Gibson and Welch, we have recently had to say goodbye to Drs Thio and Hartley, who have moved to pastures new. We wish them luck in their new ventures and we hope for your understanding around appointment availability whilst we undertake the recruitment process, which will take several months.

If you do need see a GP you may have to wait longer than you may wish, especially if you wish to see a specific doctor. Please remember that we do have the daily walk-in clinic at Strensall, for **URGENT AND ACUTE** matters which means you wouldn't need to see your usual GP.

We also have other clinicians within the team working in the walk-in clinic, such as our Advanced Nurse Practitioner, Di Ruston and our new Urgent Care Practitioner, Roxy Farris.

We have also recently consulted with our patients through a survey focussing on appointment availability and a new Urgent Care Clinic. We plan to launch this in June 2018 and this should free up more routine GP appointments, as the Urgent Care Clinic will be supervised by a GP but other experienced clinicians will be able to see the majority of patients.

# Long term conditions

For many years we have offered health checks annually with a Practice Nurse, for patients with long term conditions. These include:

- Diabetes
- COPD
- High Blood Pressure
- Asthma

We are currently reviewing our processes to ensure that they remain effective and efficient.

For some patients, with stable conditions, an appointment with the Practice Nurse may not be necessary. A blood test and a blood pressure check may be sufficient to ensure that their condition is effectively managed. This will be discussed by the clinical team with the relevant patient.



# Patient Participation Group (PPG) and the General Data Protection Regulation (GDPR)

In light of the changes in how Data is handled which come into effect from the 25th May 2018. We would like to ask all those patients who previously indicated that wish to have electronic or postal contact with the PPG to please fill out a new consent form. These are available on our website or from reception at your respective MyHealth Care Centre.

# Results

If you have an investigation such as a blood test, ultrasound or X-ray organised by one of your clinicians at MyHealth, please ensure that you contact the surgery for your results. As you might imagine, we get thousands of results each week for our 19,000 patients and it simply isn't possible to contact you when the results are received.

- For most blood tests we will have results back in 4-5 working days. X-rays and other scans may take up to 2 weeks as we wait for a report to be sent by the radiologists at the hospital
- Our clinicians review results on a daily basis and will make comments for patients
- They will advise if the results are normal or if you should make an appointment with the doctor, nurse or pharmacist to discuss further
- The clinicians will also make a note about the urgency of any appointment
- **If a routine telephone appointment is suggested, please don't ask for an urgent appointment with the duty doctor**

# Electronic Prescription Service...

My Health began using the Electronic Prescription Service on the 11th January 2018. This service allows your prescriptions to be sent electronically to a pharmacy of your choice.

## WHAT COULD THIS MEAN FOR YOU?

- If you get a repeat prescription, you will not have to spend your time going to your GP practice each time to pick up your paper prescription. Instead your GP will send it automatically to the place you choose, with no chance of it getting lost.
- You will have more choice about where to get your medicines from, because they can be collected from a pharmacy near to where you live, work or shop.

## HOW DO I BENEFIT FROM THIS?

To sign up, please speak to your preferred pharmacy and to complete a short form to confirm that they can receive your prescription directly.

Once you have signed up, your chosen pharmacy will receive your prescription electronically and you will not have to pick up your paper prescription from the surgery, saving you time.

To sign up via the practice please download and complete the pharmacy nomination form and hand this into any of our reception desks. You can download your nomination form from [www.myhealthgroup.co.uk](http://www.myhealthgroup.co.uk).

## HOW DO I CHANGE AN EXISTING NOMINATION?

To change your nomination at any time please speak with the pharmacy who you wish to receive your prescriptions, once they are made aware that you wish for them to provide you with the service they will inform us electronically and we will begin to send them your prescriptions. This agreement will stay in place until you choose to change it.

## HOW DO I CANCEL A PREVIOUS NOMINATION?

If you wish to cancel your nomination, please either let us know by downloading and completing our cancellation form, alternatively you can talk to your pharmacy to let them know and they will communicate this change to us electronically. If you need to obtain a paper prescription for any reason, just let the surgery know at the time of ordering. This is an optional service and you can continue to collect paper prescriptions from the surgery if you wish.

## DOES THIS AFFECT HOW I REQUEST MY MEDICINES?

The way you request your medicines will not change, you will continue to request medicines in exactly the same way you do now. Please continue to request as early in advance as possible, we still require time to process requests and failure to provide a minimum of 2 complete working days' notice may result in delay.

## I'M A DISPENSING PATIENT AT THE PRACTICE, HOW DOES THIS AFFECT ME?

If you are a patient at My Health who receives their medicines directly from our dispensary, then this won't affect you at all and you will continue to receive this service without interruption.

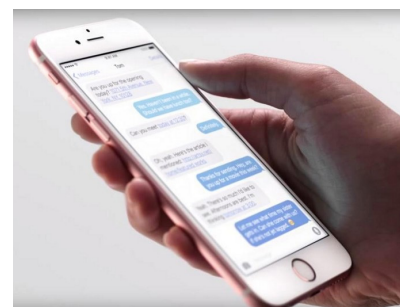
## MJog

MyHealth has introduced a text messaging service to:

- Confirm an appointment has been booked
- Appointment reminders 1 working day before your appointment
- Annual review reminders

Please let Reception know your mobile number so we can keep in touch via text.

**We would also remind you to let us know if your mobile number changes.**



# Accessing Our Service Online

We recommend that all of our adult patients sign up to use our online services. This service allows you to order your repeat prescriptions, view your immunisations, and view your test results online. You can also request Enhanced Access, which will allow you to view your medical problems.

To register for online access, either pop in and request an application form from any of the MyHealth branches, or download the form on our website at [www.myhealthgroup.com](http://www.myhealthgroup.com)

# Did You Know...

In the last 3 months at *MyHealth*, there have been:

|        |                                   |
|--------|-----------------------------------|
| 10,639 | GP Consultations                  |
| 1,860  | Practice Nurse Consultations      |
| 4,296  | TRN Consultations (Immunisations) |
| 551    | Missed Appointments (DNA's)       |

## Fundraising

MyHealth has been taking part in several fundraising events over the last few months;

- Christmas Raffle **£213** (total split between St Leonards Hospice and SYDs)
- MacMillan coffee morning **£55.50**
- Jeans for Genes **£89**
- St Leonards Raffle **£50**

To name a few...



**St Leonard's Hospice**  
Caring for Local People



## Patient Survey Feedback

Your feedback is always greatly appreciated. We use your experiences and comments to continually improve our services. Over the last two months, patients have continued to complete our short '2 minute Patient Survey'. Here is a glimpse of what we have found...

- **85%** of patients would rate the manner of their Doctor or Nurse as **'Very Good'**, **65%** of which would rate them as **'Excellent'**.
- **70%** of patients would rate the length of appointments as **'Very Good'**, **30%** of which would rate them as **'Excellent'**.
- **81%** of patients would rate the surgery comfort and facilities as **'Very Good'**, **47%** of which would rate them as **'Excellent'**.
- **73%** of patients would rate our call handling as **'Very Good'**, **39%** of which would rate them as **'Excellent'**.
- **54%** of patients stated they are **'Extremely likely'** to recommend MyHealth to family and friends.

\*Based on 239 responses.

If you have any ideas or questions about the way we provide services, or have any comments about something we may be missing, please get in touch – you can email, Facebook or Tweet. We will get back to you and, (if you would like to) invite you to come and have a chat with **Lucy Murdoch**, our Operations Manager about how we can improve our services.

## 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**

 **www.facebook.com/Myhealthgroup**

 **@MyHealthYork**

