

A health and wellbeing
magazine for the
people of Selby and
surrounding areas

Produced by Beech Tree Surgery



3



Tina helping patients
with medication

5



Carlton surgery – latest
news on improvements

7



Getting to know your
blood pressure

Dr Williams says farewell

After 30 years at Beech Tree Practice, Dr Mark Williams will be saying goodbye to patients and staff at the end of September as he retires from general practice

Although he has mixed feelings about leaving, he's looking forward to continuing his part time teaching and GP appraisal role.

"Part of me would like to stay and see what the next chapter holds," he said, "But I do feel I'm leaving the practice in good shape with some really good, young, enthusiastic doctors and this is very reassuring."

Qualifying in 1988, Dr Williams was attracted to Selby due to its hospital. He



has seen many changes to the buildings and services over the years.

He explained: "There are so many more members of the team now. When I came we

only had two practice nurses and now we have a small army of nurses, healthcare assistants and a pharmacist. The admin team has also increased and we are now totally reliant on

computers. Thankfully, the basics of dealing with patients are something which hasn't changed greatly."

Many people will have been seen and treated by Dr Williams during his time at the surgery.

"I don't remember everyone, but there have been a number of people I've seen as children who now have children coming into surgery. This is very satisfying and being a GP here has been such a privilege," he said. 'I have many fond memories of my work at Beech Tree and in particular would like to thank the many patients who have said kind words to me over the years.'

New contracts for junior doctors – what it means

AFTER much media coverage, the junior doctors industrial dispute came to an end last year. New contracts are slowly

being introduced for Beech Tree junior doctors and by August 2017 all junior doctors working at the practice will be working on

the new contract. In order to comply with this we have had to adjust the doctors' weekly timetable. Latest

timetables for all doctors working at the practice can be found on our website, www.beechtreesurgery.co.uk/page1.aspx?p=2&t=1

WELCOME to your health newsletter

Everywhere you turn, the NHS is a favourite topic of discussion. It's always a good conversation point, an interesting news item and core to the political agenda.

It's a central part of our lives and the various decisions which are made about the NHS and its many

changes and reincarnations, can be very frustrating for both patients and staff.

We will have to accept change if we are going to retain the NHS we know and love.

Clearly, there are some enormous challenges



ahead; a rising ageing population, extraordinary advances in medical innovation and costs. In addition, the issue of how the NHS joins with social care.

The future of the NHS is a central issue that affects us all. Staff are all doing their best with increasing

pressures, demands and uncertainties.

The NHS is so central to our lives and we all want it to remain, but we will have to make huge changes to the NHS for it to remain sustainable.

Richard Gregory
Practice Manager

NEW TELEPHONE SYSTEM

PATIENTS are benefiting from a new telephone and network system at the practice.

As part of a local initiative Beech Tree migrated to a new phone and network system in November 2016. It has given us greater flexibility in a number of ways.

Patients can now be placed in a call queue, rather

than have to keep ringing back. This puts incoming calls in order and we try to deal with these as quickly and efficiently as possible.

The system also gives us valuable information regarding incoming calls and call length.

We also encourage patients to book and manage their appointments and prescriptions online.



Did you know?

- On average our receptionists deal with in excess of 1,200 telephone calls per week
- Our busiest day is Monday when we deal with around 340 calls
- Our busiest time is between 8am and 9am when we deal with in excess of 85 calls



Vaccination programmes explained

Shingles – Those eligible for the shingles vaccination will be contacted in writing offering them an appointment, a dedicated clinic will run on 2 September 2017

Seasonal Influenza – Vaccines arrive with us early September, and eligible patients will be contacted in writing giving details of the dedicated drop in clinics. These will

run over consecutive Saturdays starting on 16 September 2017
Men ACWY – Patients eligible for this vaccine, those born between September 1, 1998 and

September 31 1999 will be contacted in writing offering them an appointment



New clinical role will help patients with medication

PATIENTS are getting specialist help with medication, thanks to the arrival of Tina Hawkins, pictured right, the new clinical pharmacist at Beech Tree practice.

Tina has worked extensively in hospitals, helping doctors prescribe and manage patients' medication. She has specialist skills in rheumatology and dermatology, supporting patients with these conditions and helping to manage their pain.

As well as spending many years as a hospital pharmacist, Tina is a clinical expert for NICE and has been involved in producing NICE guidance. She is also a regular contributor to publications on medication.

Tina said: "I'm happy for patients to contact me if they have a question about their medication. I can sign prescriptions and review medication, taking all this type of work away from the doctors at the practice.

"This frees them up to have more face to face contact with their patients. My background working on hospital ward rounds with consultants, means I also have the skills to help patients with complex conditions manage their medication."

Tina looks after the hyperthyroid clinic, contacting patients as soon as their blood results arrive to make sure they are receiving the appropriate medication.



28-day rule reduces waste and saves money



IN LINE with local policy, Beech Tree only provides 28-days worth of medication to patients.

Why do we do this?

- We have a clinical responsibility to ensure medication is used correctly,
- We have a responsibility to spend NHS resources efficiently – the practice currently spends £2.31 million per year on drugs.
- We have a responsibility to

minimise waste – medication not used cannot be reused, they must be destroyed and this destruction costs money.

Medication is frequently returned to us, usually following a patient's death.

Please only order medication required, when it is due.

Medication ordered early without a good reason will be rejected.

OUR PEOPLE...



Partnership changes

We are pleased to welcome Dr Kirsty Suddes and Dr Claire Taylor as new Partners to the practice from 1 October 2017. They are currently working as salaried doctors at Beech Tree and have been with us since September.

Dr Suddes has a specific interest in training. Dr Taylor has an interest in elderly medicine and also works for us on the inpatient unit at Selby Hospital.



Dr Jane Scott

Dr Jane Scott, *pictured above*, has reduced her sessions from eight per week to six. She now works over three days, Monday, Tuesday and Thursday from our main surgery site in Selby.

Dr Bhavesh Desai

From September 2017 Dr Bhavesh Desai will join the practice in a salaried position before becoming a partner in April 2018. Many patients will know Dr Desai who was a GP Registrar with us whilst undergoing his training. More recently he spent six months with us as a locum.

Dr Rebecca Cale and Dr Heather Vaughan

We will shortly welcome back from their 12 months maternity leave Dr Heather Vaughan and Dr Rebecca Cale. Both are due back with us by August of this year and between them will provide 10 sessions, five days per week

New arrivals to nursing team

In the last six months our nursing team has been working particularly hard, due to retirements, long term illness and recruitment difficulties. We have been fortunate to recruit an experienced practice nurse, Claire Underwood, who started in May. Claire has many years experience in both primary and secondary care and will work four days per week.

Review our services on
NHS Choices
www.nhs.uk

Contact us via the website
www.beechtreesurgery.co.uk



Join us on Twitter and Facebook

We're now on Facebook and Twitter, so please visit our sites and follow us to find out what we are up to and what's new.

Twitter - [@SelbyHealthcare](https://twitter.com/SelbyHealthcare)

Facebook - www.facebook.com/SelbyHealth

You can also let us know what you think about our services and send us your feedback via Twitter and Facebook.

facebook

WE continue to strive to make improvements to Carlton Surgery and are still in discussions with the Vale of York Clinical Commissioning Group (CCG) on how our proposals can be progressed.

In May we received the news that our bid for funding for an extension and refurbishment to the building had been reviewed and re-categorised as a priority.

Although we now own the site, the surgery falls well short of the required standards for a modern GP practice building.

In order to ensure we comply with the Care Quality Commission's (CQC) standards, we continue to pursue the option of funding for an extension and refurbishment. We have had discussions with Carlton Parish Council, local District Councillors and Nigel Adams MP. All have been supportive, understanding and helpful

Carlton surgery latest



in our funding application.

Although there is no threat to the surgery, we are acutely aware of the need for substantial improvements and will continue to work towards these being achieved as soon as possible.



ACCESSING OUR SERVICES ONLINE

ALL patients should register for our online services. It frees up staff time, for example it is around 6 times quicker for us to deal with an online medication request than a paper request.

From 12 June if you call into the surgery, you will get on-site help to register online. A group from our Patient Reference Group (PPG) will be in the waiting room at the Beech Tree Selby practice to assist anyone who may need help with registering online.

We currently have 6,429 patients registered to use

this facility. We are aiming to increase this to 7,500 by 31 March 2018.

If you register for this facility you can:

- Make, cancel and change appointments with a doctor
- Order your repeat medication
- View your immunisations
- View your allergies
- View your test results

You can also request enhanced access that will allow you to view your medical problems.





Riccall Care

live happily at home



We're here to help you and your loved ones live happily at home for as long as you wish.

Award-winning, family owned and managed, we provide home care throughout York, Selby and surrounding villages for the elderly and vulnerable, helping to ensure their comfort and freedom in the security of their own homes. We offer:

- ✓ Personal care, such as dressing and washing
- ✓ Meal preparation and laundry
- ✓ Overnight care and social events
- ✓ Complex medical needs
- ✓ Individually tailored care plans
- ✓ Local authority and private clients

Call our care line for help and advice, open daily from
7am to 11pm on 01904 720700.

ST-08

www.riccallcare.co.uk

We also own four residential care homes in York and Selby and two day care centres in York. Access free home care advice through Riccall Care Community Link drop-in sessions and further resources and guides on our website.

Could you care?

We welcome local recruitment enquiries from caring and reliable people. All training given, good salary, plus benefits – talk to us today.

New guidelines for surgery issued

PATIENTS who smoke or who are overweight will have to make changes before being referred for elective surgery, according to new guidelines.

Doctors are being asked to adhere to new guideline, introduced in April which say that, in most cases, a patient's smoking status and weight must be considered before any referral can be made. For more information please visit www.valeofyorkccg.nhs.uk/rss/index.php?id=optimising-outcomes-1

Patients who smoke will not be referred unless they stop smoking for eight weeks See www.valeofyorkccg.nhs.uk/rss/index.php?id=stop-before-you-op

Patients with a body mass index (BMI) of over 30 must reduce their weight by 10% or their BMI to below 30 prior to being put on a waiting list.



'Patients who smoke will not be referred unless they stop smoking for eight weeks'

Self-care: keeping an eye on your blood pressure

BLOOD pressure is one of the simple checks that people can do themselves to help them maintain a healthy lifestyle, without the need for medication.

You can now do a blood pressure check at home with a home monitor. You can buy these in most chemists or online. Most chemists also do blood pressure readings.

Your blood pressure is expressed with two numbers; one on the top and one on the bottom, like a fraction. For example 120/80.

What is an ideal blood pressure reading?

Ideally your reading needs to show a top number between 90 and 120, with a bottom number between 60 and 80. So a normal reading would be below



120/80 or above 90/80.

Readings above 140/90 indicate a need for us to examine your lifestyle and weight. Regular exercise and reduced salt intake,

together with a healthy diet and weight loss can reduce blood pressure.

You may need to be more mindful of your lifestyle if high blood pressure runs in

your family.

For more information look on the following website:- <https://patient.info/blogs/sarah-says/blood-pressure-know-your-numbers>

Toys are risk to infection control

WE often receive comments and requests for toys located in the waiting room for children.

We appreciate that people would like to see these facilities, but for infection control purposes we are not able to provide these.

Prior to our CQQ inspection we carried out a number of audits, one of which was related to infection control which highlighted concerns as toys were considered



a high risk. A decision was therefore made to

remove these for the safety of all our patients.

Did you know?

- 3,940 patients have a nominated pharmacy, allowing us to send their prescriptions direct to pharmacies electronically
- 868 patients take more than 10 items of repeat medication every month
- In an average week we have 1,010 GP appointments



Cut out and keep contact details

Selby Life is produced by Beech Tree Surgery for the people of Selby and the surrounding area.

15,800 The number of patients served by The Beech Tree Surgery practice in Selby and its two branch surgeries in Riccall and Carlton.

For more information visit www.beechtreesurgery.co.uk

Or telephone **01757 703933**

Follow us on Twitter [@SelbyHealthcare](https://twitter.com/SelbyHealthcare)

Visit us on Facebook www.facebook.com/SelbyHealth

New patients

Beech Tree Surgery welcomes new patients. You can register at any surgery - to find out more, contact **01757 703933** or visit our website www.beechtreesurgery.co.uk

This magazine is published by Act PR Ltd on behalf of Selby Healthcare Ltd. To advertise, please e mail press@actpr.co.uk

