

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

Produced by Beech Tree Surgery



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Retiring after 28 years

DR JANE SCOTT is retiring from Beech Tree at the end of March, after nearly 28 years working for the practice.

As the first ever female GP in Selby back in 1990, she admits to seeing many changes over the years, as the practice expanded.

"I joined Beech Tree after 18 months trying to be an anaesthetist and have absolutely no regrets about my change of career," she said.

"The thing which attracted me to general practice was the ability to build long term relationships with patients and their families, and also the variety of different work available, such as working



with the hospital and minor injuries service there."

In 1990 when she joined the practice, there were just six partners and two practice nurses. The team now includes more than 50 staff.

Dr Scott has been responsible for developing and leading the women's health service at Beech Tree, specialising in menopause issues and contraception.

"I've obviously participated

in modernising the practice along the way, setting up a robust staffing system, appointing an excellent practice manager and computerisation of our services. I'm very proud to be part of this change within an organisation that means so much to me."

As she steps down from her role Dr Scott says it is now time for younger doctors to have the opportunity to develop the service.

"I'm sure they will keep up the good work and continue to look after each other. The greatest strength of the practice is that we all care about each other and all of our patients."

Nominate a pharmacy for prescriptions and save time

Prescriptions we issue must be dealt with by a pharmacy. Most patients use the same pharmacy for their repeat medication. If you are one of

these patients, please let us know so we can make a note of this on your record and then all requests for repeat medication can be sent electronically to the

pharmacy of your choice.

This saves you a trip to the surgery and saves us vast amounts of time. Only 3,500 of our 16,000 patients

have nominated a pharmacy. On average we issue 2,000 prescriptions each week. Help us save our time and yours.

WELCOME to your health newsletter

Here in the health service, we are very familiar with the pressures which fall on our services over the winter period. This year, however, seems to be a particularly bad winter.

Remember, our staff get poorly too! At Beech Tree we had an unprecedented level of flu-like illness

during the first five weeks of the year, which affected many of our staff. In fact, we have had 11 GPs off sick already this year.

Despite this, we managed to keep services running, thanks to the



support, flexibility and goodwill of our staff. We are also grateful for the understanding of our patients. Many thanks to all those concerned for their help during this difficult period.

We hope you enjoy reading our news and updates in this edition of Selby Life. As always, we

welcome your feedback and comments, so please drop us a line or send us a message on social media.

voycg.beechtreeadmin@nhs.net

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Facebook @SelbyHealth

Richard Gregory
Practice Manager

NEW APPOINTMENT SYSTEM

LIKE all other GP practices, we are seeing an increasing demand as more patients than ever before request a doctor's appointment.

We know that we don't have enough appointments to meet demand. So, we are exploring alternative appointment systems to make sure patients who need to be seen urgently, get the care they deserve.

We are currently trialling a same-day appointment system at our Selby surgery only. Online appointments for that day are available from 6am, or you can telephone the surgery from 8am to make an appointment for that day.

Dr Anouche Fatheazam said: "We appreciate this is a big change to how people make appointments, but it means everyone who needs to see a doctor urgently, will be seen that day. The pressures on GPs are greater than ever before with consistently high demands. Most practices are running at full capacity all year long and this cannot be sustained. Coupled with the difficulty in recruiting new GPs, we have had to look at alternative ways of arranging appointments and caring for our patients."

Our duty doctor will also be doing telephone consultations – indeed sometimes making

as many as 150 phone calls each day to address patients' concerns. Patients can also request a same day telephone consultation.

We will be exploring and reviewing other appointment systems in the coming months so that we can make the right decision for both our patients and healthcare professionals here in Selby.

Our surgeries in Carlton and Riccall will be unaffected.

We also urge people to consider their health needs carefully before visiting their GP. There are things that patients can do to assist. The Royal College of GP's chairwoman

Professor Helen Stokes-Lampard urges patients to adopt the "three before GP" mantra.

Before booking an appointment with a GP, think;

1. Can I do this myself?
2. Do I need some online help?
3. Could a pharmacist help me?

- For more information on self-care, please visit <http://www.selfcareforum.org/>
- If you would like to give your views, please e mail: voycg.beechtreeadmin@nhs.net

Telephones – an update

BEECH TREE moved across to a new telephone and network system in November 2016. The intention was that this new system would be rolled out to other GP practices across Selby and York as part of a local initiative.

At present, however, only seven practices have migrated to the new system. Due to ongoing technical problems the

solution has been suspended and other telephone solutions are being explored.

Richard Gregory, Practice Manager, said: "We know that some patients have experienced problems trying to get through by telephone. This has been a common concern across many local practices since moving to the new telephone system. We hope

that we can find a solution to these technical issues soon and improve the service for patients." We would urge all our patients to book and manage appointments and prescriptions online to help free up our telephones."

Online access is quick and easy, just register at the surgery and use: <https://patient.emisaccess.co.uk>



Nigel takes up new challenge

BEECH TREE'S GP Partner Dr Nigel Wells is looking forward to taking up a new role this April, as clinical lead of the local commissioning body.

It means he can be "part of the solution", rather than just a GP on the outside asking questions, he says.

Dr Wells has been chosen to be the new Clinical Chair of the Vale of York Clinical Commissioning Group (CCG), a brand new role which will see him lead on the clinical strategy for the whole of the Vale of York community.

"I'll be focusing on the clinical commissioning intentions of the CCG and relationships with key stakeholders such as the councils, charities, mental health providers and hospitals. This role is about helping to change the dynamics of the group and enabling it to be more clinically



led and focussed.

"It's going to be tough, as there are huge financial pressures, but we need to concentrate on assuring the quality of healthcare across all sectors, improving access to innovative services

and to primary care which are all important to patients," he said.

Dr Wells will be committing two days a week to his new role at the CCG and working at Beech Tree Surgery, seeing patients for the remaining time.

Clinical leadership: Dr Nigel Wells

"I've worked at Beech Tree for 10 years and helped it expand. I've also been involved in setting up alternative systems for ultrasound and podiatry in the Vale of York CCG and the ultrasound service has rolled out to other CCG areas. I have become a trainer for doctors coming into general practice.

I'm always looking for new challenges and when this role came up, I felt I just couldn't not do it – hopefully I can use my experience and skills to give a fresh eye and help the CCG commission high quality healthcare for the patients of the Vale of York. It will be an interesting challenge and I'm really looking forward to it," said Dr Wells.

Dr Jackson appointed Clinical Lead for South York

LEADING on from the work Dr Nick Jackson has been doing within the GP alliance, SHIELD (Selby area Healthcare Initiative for Enhanced Local Development); he has now begun an exciting piece of work for York's new GP locality hub.

Dr Jackson has been appointed Clinical Lead of the South York locality hub, working with six other GP practices to coordinate clinical development across the patch. Locality hubs have been set up within the Vale of York CCG area as a way of managing workload across a number of practices and their patient lists.

Other practices include Posterngate, Scott Road,

South Milford, Sherburn, Tadcaster and Escrick Surgeries.

"This is a logical extension to the work already been done with our six practices as part of SHIELD," he explained. "I'm feeling very positive about it, as we will look at how we can use our assets in a better way to improve patient access to healthcare across our locality area."

Dr Jackson will bring together the seven GP practices to agree how to bring clinical changes, whilst addressing the particular health needs of the patients from each practice area.

He said: "With increasing pressures on healthcare services, we need to change

the way we work and patients will have to behave differently. We're also

trying to simplify services so people are clear about what's available. We really need to get it right and I know this is the right thing to do."

"With increasing pressures on healthcare services, we need to change the way we work"
Dr Nick Jackson





OUR PEOPLE...

New faces at Beech Tree



Tracy and Karen

Two roles created to help our patients

WITH more than 40 staff, Beech Tree is a growing practice, providing health services for 16,000 patients across three sites.

"We are very fortunate to have a team of loyal and committed staff who carry out a difficult role which is becoming more demanding each year," explained practice manager Richard Gregory.

To address the increasing

demands on general practice, two new roles have been created.

Two members of staff will now act as coordinators within their specific areas. Tracy Hymers will become the Admin Team Coordinator, responsible for the administrative team, and Karen Sherwood will act as Reception Team Coordinator, responsible for the reception team.

Meet Charlotte, our new GP Registrar



WE WELCOME Dr Charlotte Anderson, our new GP Registrar, who will be with us until August 2018. During her six months with us we will be responsible for her ongoing training and development, as part of her three year GP vocational training scheme.

Sadly, we are saying goodbye to one of our dispensing team, Sheila Haig, who worked mainly at our branch surgery in Carlton. Sheila joined us in October 2016 and has recently returned home to her native Scotland, so we wish her well.

Here to make you feel at home

TWO new recruits to our reception team include Aaron Cameron and Amy Barnard who will work at our main site in Selby.



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

Screening – what's on offer for our patients

THE NHS operates a number of national screening programmes. If you receive an invitation to take part in a screening, please take up the offer.

Screening is a way of finding out if people are at higher risk

of a particular condition. The NHS screening programmes currently offered are on diagram below.

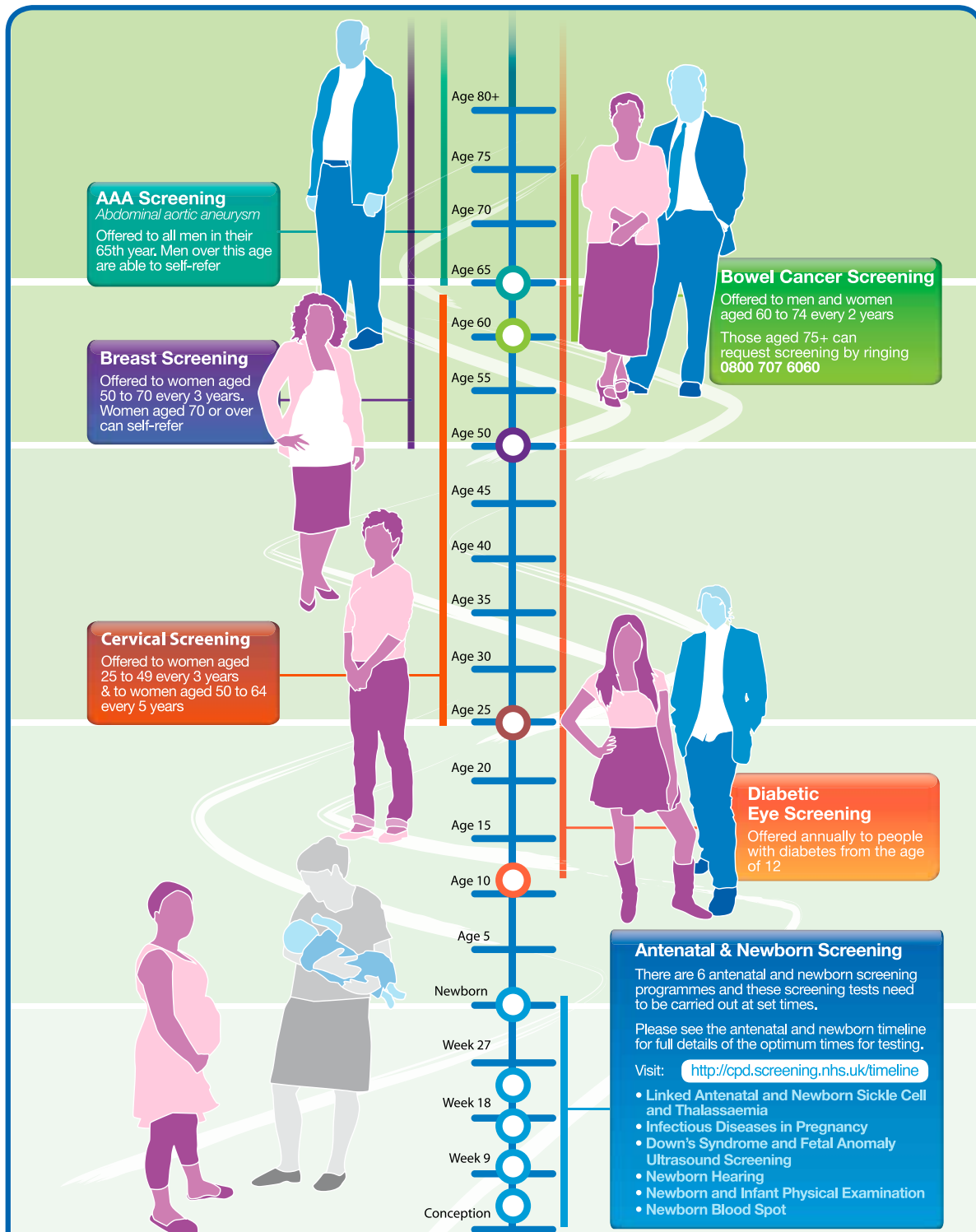
For more information visit <https://www.nhs.uk/Livewell/Screening/Pages/screening.aspx>



UK National
Screening Committee



NHS Screening Timeline Screening Programmes





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.



Click and easy GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineservices



Save time... get online

Did you know...

NHS Patients arranged 10 million GP appointments and ordered 15 million repeat prescriptions online in 2016 across England.

At Beech Tree, only half of our 16,000 patients use our online services. The others are still phoning our surgeries to make appointments. You can also use our system to cancel appointments and view your blood results.

If you're not sure which immunisations you have had in the past, you can now see these online. 24 hours per day, 7 days per week.

If you have not already done so please register for this service by asking at reception. Ultimately this gives you greater flexibility and access to your record, whilst at the same time allowing us to make best use of limited resources

Tips to boost your energy levels

Many cases of unexplained tiredness are due to stress, not enough sleep, poor diet and other lifestyle factors. Here are some self-help tips:

- Eat often to avoid tiredness
- Perk up with exercise
- Start with small amount of exercise and build up gradually
- Lose weight to gain energy
- Sleep well
- Reduce stress to boost energy
- Cut of caffeine

See <https://apps.beta.nhs.uk/> for more information.

Local Urgent Treatment Centre on the cards

THE NHS is rolling out around 150 new Urgent Treatment Centres this year as part of a new initiative.

Beech Tree is also looking to set up an Urgent Treatment Centre, which may be based in Selby. Working with locality

hub partners, we have been tasked with operating a GP-led service for patients with urgent health needs, open between 8am and 8pm, seven days a week.

Meeting jointly with our seven South York locality

practices, we are currently exploring how this could work within our existing resources.

Urgent Treatment Centres are being set up across the NHS to help diagnose and deal with many of the common ailments people attend A&E

for. It is estimated that each year three million people visit A&E unnecessarily.

- For more information visit: <https://www.england.nhs.uk/urgent-emergency-care/urgent-treatment-centres/>

Approved Our Carlton plans

Upgrade will improve patient experience

OUR plans to extend and upgrade Carlton Surgery have now been approved by the Council and the project is moving ahead.

Our team is holding regular project meetings and we continue to liaise with NHS England to ask for further funding for the project which will see our 2,000 Carlton Surgery patients get a much improved healthcare environment.



Exploring how we can offer extended opening times

WE ARE working with GPs from across the region to explore how we can offer additional opening times for patients.

All Clinical Commissioning Groups (CCGs) have been asked to have plans in place to offer additional opening times for patients. These opening times, which are set nationally, must be between 6.30am and 8.00 pm Monday – Friday, with some time on both a Saturday and Sunday.

Appointments are designed largely for routine appointments and, although a GP must be available,

appointments with other health care professionals can be offered. Crucially this scheme is not practice based, but locality based.

Locality hubs have been set up within the Vale of York CCG area.

Hubs are a way of managing workload across a number of practices and their patient lists, helping them work together to organise appointments for patients. The aim is for all patients who need to be seen urgently, can be seen.

Beech Tree is within the South of York locality, along

with Posterngate, Scott Road, South Milford, Sherburn, Tadcaster and Escrick Surgeries.

Between the seven surgeries in the locality, we will need to work an additional 38.2 hours per week. All the appointments within the locality will be available to patients from any of the seven surgeries.

- For more information on locality hubs, visit <https://www.bma.org.uk/advice/employment/gp-practices/collaborative-working/hubs>

Did you know?

- The Government promised to recruit an extra 5,000 GP's by 2020
 - Between March 2016 & September 2017 the number of full time equivalent GP's fell by 5.7%
 - The number of full time equivalent consultants rose by 2%
 - The number of doctors in training rose by 1.7%
- In 2005/06 General practice received 9.6% of the NHS budget
 - In 2014/15 General practice received 7.4% of the NHS budget
 - In 2016/17 General practice received 7.9% of the NHS budget



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**

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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

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