



2



Welcome to your  
health magazine

3



Flu vaccination – is it time  
to have yours?

5



Antibiotics: dispelling  
the myths

## Pharmacy First for free advice and treatment

**F**ree health advice and treatment is available without having to wait for a GP appointment, under a new local initiative.

Pharmacy First is the quickest and easiest way to get treatment and advice from a health professional if you have a minor ailment.

If you have any of the ailments listed in the panel on the right you can get a private consultation with a pharmacist.

Richard Gregory, Practice Manager, said: "This is a pilot scheme being run across the NHS Vale of York CCG within a few local GP practices. If people like it and use it well, this could well be rolled out across the area, saving valuable time for GPs and speeding up treatment time for patients."

Find out more information about Pharmacy First minor ailments service and where to access it at [www.valeofyorkccg.nhs.uk](http://www.valeofyorkccg.nhs.uk)



*Free advice and treatment\* for minor ailments, without a visit to your doctor*

- Acne
- Athlete's foot
- Back ache
- Blocked nose / nasal congestion
- Cold sores
- Common cold
- Conjunctivitis
- Constipation
- Contact dermatitis
- Cough
- Cystitis
- Diarrhoea
- Dry skin
- Earache
- Ear wax
- Eczema
- Haemorrhoids
- Hay fever
- Headache
- Head lice
- Indigestion / heartburn
- Infant colic
- Insect bites / stings
- Migraine
- Mouth ulcers
- Nappy rash
- Nasal congestion (infant)
- Oral thrush
- Pain
- Scabies
- Sore throat
- Sprains and strains
- Teething
- Temperature / fever
- Threadworms
- Toothache
- Vaginal thrush
- Verruca / warts

*\* If you do not pay for prescriptions and your pharmacist thinks you need a medicine to treat your symptoms they will provide this without you needing to pay*

## WELCOME to your health newsletter

**H**ere at Beech Tree we continue to provide health services to our patients, despite the considerable changes and pressures facing the NHS.

All NHS organisations now find themselves under pressure, with workloads and demands on services increasing, budgets and funding being squeezed and

significant issues with recruitment.

The NHS is also under pressure to save money and our local commissioning group is having to submit a recovery plan, due to an overspend this year.

At Beech Tree, demand for appointments continues to grow and,



like many other practices, we struggle to meet the rising demand within the budget we receive.

It is widely accepted that the NHS cannot continue in its current form and changes will need to be in the future. There are alternative models of care and new ways of working being explored.

Wherever possible

we try to keep patients up to date with what is happening via this newsletter, our website, social media (Facebook/twitter), text messages and via our Patients Reference Group. All details can be found on our website; [www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk).

**Richard Gregory**  
Practice Manager

## STAFF CHANGES

Since the last publication of *Selby Life* we have welcomed a number of new faces to Beech Tree.

**Adam Reed**, pictured left, has joined our team of administrative staff. **Jan Holmes** and **Abigail Dickson** are now part of our reception team.

We have two new GP Registrars, **Dr Nick Bennet** and **Dr Helen Bedford** who have joined us for their six months in general practice and will be working at the practice until February 2016.

In May **Angie Richardson**, pictured right, joined us as our new Practice Nurse. Angie will assist with standard practice nurse and our minor illness clinics.



## New nurse prescribers

Congratulations to Practice Nurses **Angie Richardson** and **Clare Thomas**, who have qualified to be nurse prescribers. Both Angie and Clare assist with our same day nurse led minor illness clinic. The qualification will allow them to prescribe medication for certain conditions, taking the pressure off our doctors.

# Flu vaccination campaign

Our annual flu immunisation campaign is now underway and all eligible patients will have received letters inviting them to attend for a vaccinations.

Depending on a patient's age, they will be offered either the traditional vaccination, or the nasal spray, which was introduced for the first time last year.

Dedicated clinics are being run from the Beech Tree Surgery in Selby. For more information about who should have the flu jab, please visit:  
[www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk)

## Shingles Vaccination

People eligible for the shingles vaccination will be contacted by letter in the next few months, inviting them to make an appointment. The letter will give details of how to make the appointment. For more information visit:  
[www.nhs.uk](http://www.nhs.uk)



## Keeping up to date

It is vital that our patient contact details are up to date and accurate. We are constantly updating these to make sure we have your full postal address and contact numbers (home/work/mobile)

To avoid delays in your medical care, please ensure you advise us immediately should any of the above change.

## Text reminders

If you have changed your address or contact number, please let us know by e mail: [voycg.beechtreeadmin@nhs.net](mailto:voycg.beechtreeadmin@nhs.net)  
Or telephone 01904 724586

We are happy to text you reminders for your appointments – just let us have your mobile number.

## Notices

### Wasting time

Our GP surgeries are busy and our doctors and nurses are constantly in demand. Please help us to make the best use of valuable resources. If you cannot attend your appointment, please let us know so that this can be used by another patient. You can cancel an appointment by phone or online or by replying to text message.

If you do not attend you may receive a letter from us. If this happens often, we reserve the right to remove you from our patient list.





## On line access available 24/7

Get easy online access to your appointments, prescriptions and health record

If you haven't already done so please register for online access.

Once set up for this facility you will be able to

- Make an appointment
- Cancel an appointment
- View existing appointments
- View and order medication

In the last six months we have rolled out online access to

- your immunisations,
- allergies
- results of blood tests

## Join our patient group – new members welcome

Do you have any ideas of how we can improve things for patients? If so, we would like to hear from you.

Here at Beech Tree we are looking for new members to join our Patient Reference Group. Our next meeting is on Wednesday 9 March 2016, 7-9pm.

For more details visit [www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk)



Review our services on NHS Choices  
[www.nhs.uk](http://www.nhs.uk)

Contact us via the website  
[www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk)

# Can't get through on the phone?

## ... We aim to fix this.

**We know that many people have difficulties contacting us by telephone at Beech Tree.**

One of the reasons for this has been problems with the telephony system we use, alongside other GP practices in this area.

We have now joined forces with GP practices across the York area to use another provider which is expected to vastly improve the process and increase the volume of calls we can handle.

The rollout of the new telephone system is due to start in the near future, with in excess of 1,000 telephone extensions required across around 50 different sites.



Once installed, we will have greater flexibility and greater options in which to deal with the rising demand.

Richard Gregory, Practice Manager, said: "Our patients have been commenting on

how difficult it has been to get through to the surgery for some months and we share their frustrations. We hope that our new telephony system will improve things for both patients and staff."

## FRIENDS AND FAMILY

Patients and visitors are now asked if they would recommend Beech Tree Practice to their family and friends.

If you would like to take part in the 'Friends and Family'

test, please visit our website and click on the patient questionnaire icon at the bottom of our homepage;

[www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk)  
Alternative you can complete

a feedback Friends and Family form available in our waiting room at Beech Tree surgery in Selby. For more information please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

## Did you know?

**Beech Tree GP Practice spent almost £2.5m on patient medication during 2014/15**



### 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**

**Facebook - [www.facebook.com/SelbyHealth](http://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

## CHANGES TO NHS SERVICES

Stop Smoking Services - North Yorkshire County Council is tendering for the delivery of this service

Out of Hours GP services - Now run by Northern Doctors Care Ltd

Musculoskeletal (MSK) service - contract to take over the running of the MSK clinical assessment triage and treatment services in York is currently being tendered by the Vale of York CCG.

In recent months many local health services have changed hands and contracts for providing some traditional NHS services, have been awarded to new organisations

Sexual Health services – now run by YorSexualHealth (YSH), replacing all previous service provision commissioned by the local authorities.

Mental Health and learning disabilities in Vale of York – five year contract awarded to Tees, Esk and Wear Valleys NHS Foundation Trust.

Primary Care Support - now run by Capita plc, selected by NHS England to manage and deliver administrative support functions for primary care in England.

# Antibiotics – the facts

As winter approaches, more and more people visit the surgery with common ailments which are caused by germs called viruses. Patients often ask for antibiotics which they think will help.

Please remember

- Antibiotics do not kill viruses
- Antibiotics only kill germs called bacteria.
- Antibiotics may cause side effects, such as diarrhoea, rashes, feeling sick etc
- Overuse of antibiotics causes resistance

Xxx said: "It is really important that people understand that we cannot always prescribe antibiotics. This is because antibiotics only kill germs called bacteria, they don't kill germs called viruses.

"We know that overuse of antibiotics has led to some bacteria becoming resistant to them which means antibiotics might not be as effective when they are really needed. So please think carefully before you visit your GP. You may get help from your local pharmacist instead."





# 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](http://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.**

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for a free consultation  
call me on  
**07746 258461**



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- Chemical Peels
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- Acne Treatment

website: [www.freshfaced-by-helen.co.uk](http://www.freshfaced-by-helen.co.uk)  
email: [info@freshfaced-by-helen.co.uk](mailto:info@freshfaced-by-helen.co.uk)

follow us on:



### ADVERTISING FEATURE:

Free home care advice from Riccall Care Community Link Supporting you and those you care for at home

Do you look after someone at home? Are you concerned about supporting a friend or loved one who wishes to remain independent?

York and Selby's award-winning home care provider Riccall Care is opening its doors to anyone who would like guidance and advice on care at home.

You may be looking for information more about dementia, its effects and worries around symptoms and how to cope. Perhaps you would like advice about mobility issues, personal hygiene and ways of keeping safe?

Guidance on these and a wealth of other issues is now free to you. Simply drop in any time between 2pm and 4pm on the first Thursday of the month to talk to an experienced member of the Riccall Care home care team. No appointment is necessary and you don't need to be a client of Riccall Care. Evening sessions may also be available upon request.

With free parking, ground floor access and disabled facilities, you'll find Riccall Care on the Escrick Business Park, south of Escrick on the A19 towards York (YO19 6FD).

Need a quick chat now? Riccall'sCare Line is open 7am – 11pm every day on 01904 720700, or visit online at [www.yorkcarelink.org](http://www.yorkcarelink.org)



## FUTURE SERVICES

The NHS is aiming to roll out seven-day-a-week access to GP services and wants to recruit 5,000 GPs by 2020. Recruitment remains a major concern for practices and Beech Tree practice is no exception. At present a total of 632 national GP trainee post remain unfilled, despite two rounds of recruitment. In the north east of England only 51% of vacancies were filled.

## Social prescribing – update

**The six GP practices in the Selby (SHIELD) are working together to improve local healthcare.**

In the last edition of Selby Life, we mentioned that SHIELD is working with Selby District Association of Voluntary Service to develop social prescribing initiative which aims to reduce the number of visits to GPs and hospitals.

This social prescribing pilot is now well underway. Patients eligible for this service include those aged 65 and over, those suffering from Dementia and those who have a recent unplanned hospital admission.

Patients referred under this scheme have already been seen by a number of local organisations including; Carers Count, Dementia Forward, Sherburn Visiting Scheme, CAB, Age UK, Selby Advocacy, North Yorks Befriending Scheme, Trio Holidays, Energy



**“By the end of March 2016 we expect around 500 patients to have been referred into this pilot scheme”**

Doctor, Brighter Futures, Mainstay Selby, NYCC Older Peoples Service, Selby District Vision, Wigan Leisure Community Trust, Volunteer Centre, Selby Library and Selby & District DIAL.

In addition patients have been signposted to numerous other organisations.

By the end of March 2016 we expect around 500 patients to have been referred into this pilot scheme, with the aim that they will have become more independent, have a better support mechanism with reduced need for primary and secondary NHS care.

## Did you know?

● We have 8,242 patients taking repeat medication

● We have 485 patients who take between 11 and 15 items of repeat medication each month

● We have 135 patients who take between 16 and 20 items of repeat medication each month

**Think carefully when ordering repeat medication**



## 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](http://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](http://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](http://www.beechtreesurgery.co.uk)

The partners of Beech Tree Surgery are also partners of Selby Healthcare LLP, a business that jointly owns Selby Pharmacy Ltd, the pharmacy in Thorpe Willoughby.

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