

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

Produced by Beech Tree Surgery



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Automatic arrivals – designed to save you time

# New podiatry service up on its feet

SELBY PODIATRY CENTRE

**A** new NHS podiatry service has been launched in Selby and York, giving people with foot problems more choice than ever before.

Jorvik Podiatry Ltd, working in partnership with Selby and Jorvik Podiatry Centres, is one of only a handful of UK-based providers recently awarded the special status of 'Any Qualified Provider' (APQ).

Podiatry Centre owner and clinical lead Rebecca Hargreaves explained what this means for patients:

"This is great news for patients as it means better choice. Patients are referred to us via their GP, but are given more choice as to where they wish to receive their care. For example, patients can now choose which location best suits their needs- one which is on a suitable bus route or has free



Podiatry Centre owner and clinical lead Rebecca Hargreaves

car parking - ultimately it's their choice.

"It's early days, but patients seem very pleased with the service so far and we will be

speaking to GPs throughout North Yorkshire to let them know more."

Patients have to be referred via their GP.

Services currently available under APQ include:

Nail surgery, diabetic foot care and assessment, care of the rheumatoid foot, bio-mechanical conditions, the treatment of nail and skin conditions, non-complex wound care and the treatment of low risk children's' foot conditions.



## WELCOME to your new publication

**W**elcome to the first edition of Selby Life, a new magazine for the people of Selby and surrounding area, focusing on health and wellbeing.

This is the first edition of what we hope will become a regular magazine, produced by Selby's Beech Tree GP Practice.

We know how important it is to communicate health and wellbeing messages, not only to our patients, but the public in general. So we hope this will give you some useful information to help you make a few improvements to your



lifestyle, as well as tell you about some of the things we are doing here in Selby and the surrounding area.

Our patients tell us how busy they are day to day and how difficult it is to keep track of what is going on in the health service, so we have included a few bits of information about who's who and what's what in our area.

Of course, you can also go online for more information, so please use the useful links to find out more.

Please let us know what you think of our first edition of *Selby Life* – you can send us an e mail or comment on Twitter or Facebook.

**Richard Gregory**  
Practice Manager

## SAVE TIME... GO ONLINE



It's now easier than ever to book an appointment or order a repeat prescription online – at any time of day or night. All you have to do is sign up to use the online facility. Visit the website to find out more [www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk)

By going online you can:

- ✓ Book an appointment
- ✓ Check your appointment
- ✓ Cancel your appointment
- ✓ Request a repeat prescription

### New IT system launched

To improve online services, Beech Tree Surgery has recently updated its IT system. Practice Manager Richard Gregory said: "Thanks to everyone for their patience during the change over to the new system which affected the service on a number of occasions. The new online system makes it much easier for people to book appointments and order prescriptions 24 hours a day, 365 days a year."

## Your details...

### Got a mobile phone?

If you use a mobile phone and haven't already told us your number, please get in touch and let us know. You can receive reminders about your appointments, urgent cancellations and health news. Only around half of our 15,600 patients have given us their mobile number, so please let us know if we haven't got yours.

### Change of address?

Please let us know as soon as possible if you change address. It's important the details we hold about you are accurate and up to date. If you move, get married or just change your mobile number, please let us know.

If we cannot contact you because you have changed your details, you may not be kept on the practice list.

Update your details by calling into the surgery to complete a change of details form, or by e mail or phone.

## Sharing your details

### NHS Summary Care Record

This is a new electronic record which will be used to support your emergency care. It will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. It will include your name, address, date of birth and your unique NHS number to help identify you correctly.

It is being introduced to give healthcare staff faster, easier access to essential information about patients, particularly when you need care in an emergency or when your GP practice is closed.

Giving healthcare staff access to this information can prevent mistakes being made.

You can, however, choose not to have a Summary Care Record. You need to let your GP practice know by filling in and returning the opt-out form.

To find out more, please ask at your surgery or visit [www.nhs.uk/summarycare](http://www.nhs.uk/summarycare)

### National patient information sharing

Sharing information about the care you have received helps the NHS and other organisations understand the health needs of everyone and the quality of the treatment and care provided.

The information used will never identify a particular person and only the minimum information needed to improve patient care and services will be used. You may want to prevent confidential information about you from being shared or used for any purpose other than providing your care. If you do not want information that identifies you to be shared outside your GP practice, please ask at the practice to make a note of this in your medical record.

For more information please visit [www.nhs.uk/caredata](http://www.nhs.uk/caredata), speak to your GP or call 03004563531.

# ...STAFF CHANGES.....STAFF CHANGES.....STAFF CHANGES..

Beech Tree Surgery has welcomed two new permanent GPs to the practice this year.



From January, **Dr Alison Woodmansey** has been working two days a week (Wednesdays and Fridays).



**Dr Rebecca Cale** is working four days a week – Mondays, Wednesday mornings, Thursdays and Fridays.

The practice has introduced a new practice nurse, **Shelley Hopwood**, pictured right, who joined the team in November.



**Tom Baker** started this month as Beech Tree's assistant practice manager.

Also joining the practice is **Jessica Snell**, pictured right, modern apprentice in administration.



## Think carefully before you go to A&E

Think carefully about where to go for treatment this year. Thousands of pounds are wasted every day by people going to A&E unnecessarily.

### DID YOU KNOW...?

Doctors at Beech Tree practice also cover Selby Hospital, working in the hospital's Minor Injuries Unit and doing patient ward rounds twice a week.

Selby GP Dr Nigel Wells, said: "At a time when the NHS is under pressure, we want people to think carefully about how they access healthcare. There are lots of choices – GP surgery, pharmacy, minor injuries or NHS 111. GPs have years of experience dealing with everyday conditions. Please reserve the use of A&E for true accidents and emergencies."

### Where to go for treatment:

● **Selby Hospital's Minor Injury Unit** is open 365 days a year, 7.30am until 9pm. They see and treat 18,000 people a year in the unit and 80% of patients are treated and discharged. Others are passed on to other services such as physiotherapy and general practice. No appointment is necessary.

A nurse-led unit can see, treat and discharge patients with minor illnesses including:

- > cuts and grazes,
  - > sprains and strains,
  - > broken bones,
  - > bites and stings,
  - > infected wounds,
  - > minor head injuries,
  - > eye problems and
  - > emergency contraception.
- X-ray is also available Monday to Friday 9am until 5pm.

● NHS 111 service – see below.

● Your local pharmacist – local pharmacists are able to give you free health advice at any time. Many have extended hours so visit [www.nhs.uk](http://www.nhs.uk) for details of your nearest pharmacist

● [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### NHS 111 service

NHS 111 is a new help and advice telephone service which will make it easier for you to access local NHS healthcare services.

You can now simply dial 111 on your telephone when you need medical help fast, but not in a 999 emergency. NHS 111 is available 24-hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies, continue to call 999. See [www.nhs.uk/111](http://www.nhs.uk/111) for more information



# Involving our patients



## FEEDBACK

**Thank you to everyone who has posted feedback in the comments boxes at Beech Tree surgeries. We always review these and try to act on them where possible. Please keep on giving us your views, we really value your comments.**

**You said...We did**

**More receptionists please!**  
Due to limited resources, this is difficult to do, but we have now installed two new automatic arrival machines at our Selby surgery which will speed up the arrivals process and cut down waiting times

**You said...We did**

**It takes too long to get through on the phone**  
We are aware of this and we are looking at getting a new telephone line so that callers do not get the engaged tone. We will keep you up to date on progress.

**You said...We did**

**We want the branches to be open more often**  
We are open as much as we can be at present, given funding levels. Our main Selby site is open 8am until 6pm Monday to Friday and open at 7am for pre booked appointments on Mondays and Tuesdays.  
See [www.beechtreesurgery.co.uk](http://www.beechtreesurgery.co.uk) for branch opening times and online appointments.

## Tell us what you think

**Patient group**

If you want more of a say in the running of our surgeries, why not join our patient reference group? We are always looking for more members.

The group, which currently has more than 40 members, talk online and help us develop new services and improve existing ones.

They meet twice a year, but talk regularly as a 'virtual online group'. We really welcome your views and value your input. To find out more about how you can join, visit the website or ask at your surgery.



**Please keep on giving us your views, we really value your comments**



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)



**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.



## NEWS FLASH

### Upgrade for Riccall Surgery

Riccall surgery will be getting a bit of a facelift this year as work starts in April to refurbish the surgery which is expected to last just a few weeks.

As well as a new front door, the surgery is being decorated and new lighting and carpets are being installed.

Beech Tree's Practice Manager Richard Gregory said: "We don't envisage any disruption for patients during the refurbishment as the work will be done at weekends and evenings, but there may be a few room moves whilst the work is ongoing, so please bear with us.

# CHANGES to the NHS

#### ... and who's who

**The NHS has recently changed its structure and the way it works which has affected how services are delivered and funded.**

One of the main changes has been the handover of commissioning and public health responsibilities from Primary Care Trusts (PCTs) to Local Authorities (LAs) and Clinical Commissioning Groups (CCGs).

#### Key changes

##### ● Primary Care Trusts (PCTs)

PCTs were abolished in 2013. They were previously responsible for buying many of the health services we used from the different providers and hospitals.

● **Local Authorities** are now responsible for public health services such as preventing illness and disease and promoting health and wellbeing

#### Our local authority is:

North Yorkshire County Council  
[www.northyorks.gov.uk](http://www.northyorks.gov.uk)

#### Clinical Commissioning Groups (CCGs)

The CCG is now the body responsible for buying healthcare services for people in their area.

It is led by a number of GPs and other health professionals. They are supported by an administrative and managerial organisation called the Clinical Support Unit (CSU).

The CCGs in our area is:  
Vale of York CCG -  
[www.valeofyorkccg.nhs.uk](http://www.valeofyorkccg.nhs.uk)

#### What this means for our patients

Having clinicians at the forefront of service design and commissioning, as well as more direct contact with the financial consequences, will help deliver improved health outcomes for patients and bring real benefits to patients and the public.





## Selby Podiatry



### Podiatry services and foot treatment in Selby and York

- › Nail care › Corn removal › Callus reduction › Verruca treatments
- › Nail surgery › Bio mechanical assessments › Insoles › Acupuncture

Open Monday to Friday 9am until 5pm and alternate Saturday mornings.

Phone: Selby : 01757 704747 York : 01904 789763

E mail: [info@jorvikpodiatry.co.uk](mailto:info@jorvikpodiatry.co.uk)

[www.selbypodiatry.co.uk](http://www.selbypodiatry.co.uk)

Selby Podiatry Centre, 16 Wren Lane, Selby, YO8 4PH



Welcoming you to a true Yorkshire haven. Our brand new care home set in the heart of the East Yorkshire Wolds is now open.

## Residential care in Yorkshire

Come and see for yourself how our purpose-built care home combines superior, hotel-style accommodation with first class care.

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- cinema
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- two libraries, and
- a choice of comfortable and stylish lounge and dining areas offer stunning views across open fields in the utmost of comfort.

Overlooking the open spaces of Pocklington Gliding Club and close to the facilities of the market town, we have created a traditional home for people who want high quality care and superior accommodation.

There's no place like home but, with 30 years experience in care and hospitality under our belt, we can provide the next best thing, all in a secure and safe environment where your needs can be met, 24-hours-a-day.

*We would welcome the opportunity to show you around our brand new care home. Please contact us - see below for details.*

Tel. 01759 302294

[enquiries@thewilliamwilberforce.co.uk](mailto:enquiries@thewilliamwilberforce.co.uk)

Please see our website for more details

[www.thewilliamwilberforce.co.uk](http://www.thewilliamwilberforce.co.uk)



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# NO NEED TO WAIT – AUTOMATIC ARRIVALS



## TIME to change...

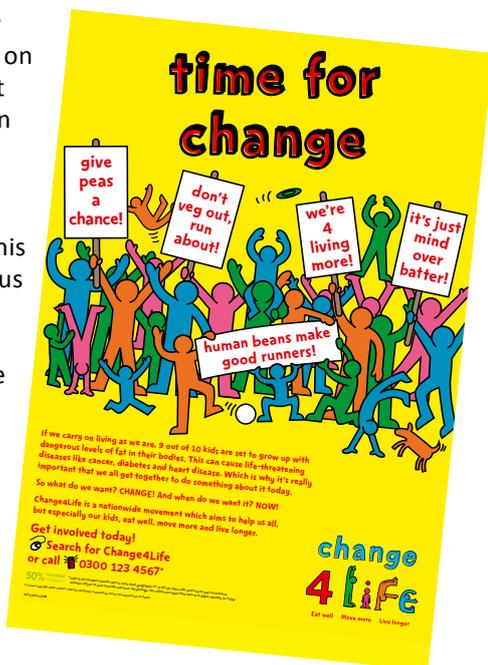
Families in Selby are being encouraged to sign up to Change4Life and make one easy change– like swapping sugary drinks to sugar free or diet drinks, milk or water. By doing this, an average family could save up to three quarters of a bag of sugar over four weeks.

Did you know that if we carry on as we are, 9 out of 10 of children risk growing up with dangerous levels of fat in their bodies? This can cause serious illnesses like heart disease, cancer and type 2 diabetes in later life.

Change4Life is all about making small changes to help your children build

healthy bodies.

If your family has not yet joined Change4Life, why not do it today? You'll get lots of tips and ideas to help you make sure your family is eating properly and getting enough exercise. Search for 'Change4Life' or call 0300 123 4567.



To cut waiting times for patients we now have two new automatic arrival machines at our Selby surgery. Please help us by using the machines to speed up our appointment process and save time.

## Thorpe Willoughby Pharmacy



### Free

- ✓ Delivery
- ✓ Medicine Advice
- ✓ Medicine Use Review
- ✓ New Medicine Service
- ✓ Blood pressure Tests

### Also available

Lipotrim Weight Management Service

01757 708971

thorpepharmacy@alliedpharmacies.com  
26 Field Lane, Thorpe Willoughby,  
Selby, YO8 9FL



# Cut out and keep contact details

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

The Beech Tree Surgery practice in Selby and its two branch surgeries in Riccall and Carlton, serve around **15,600** patients.

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

Or telephone **01757 703933**

Follow us on Twitter

**@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 pharmacies in Thorpe Willoughby and Barlby.

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