



Mayford House Newsletter – November 2021

Welcome to our November Practice Newsletter, we hope you find the following patient information useful: -

Coughs and colds

We are now at that time of year where there are a lot of coughs and colds going around. If you have any of the following symptoms: headache, runny nose, sneezing, sore throat, and loss of smell, please arrange a PCR test.

Covid boosters and Influenza vaccination

We have reached that time of year for patients to get their flu vaccination. We are currently phoning patients to book them in for their Flu and Covid booster (if their second Covid vaccination was 6 months ago). Vaccinations are being carried out at the Vaccination Hub located at The Grammar School in Northallerton. If you would like to get your flu vaccination before your Covid vaccination and you are eligible for it, you can pop into your nearest pharmacy and ask to have it done there.

Polite reminder to patients to keep contact details up to date

Please make sure all your contact details are up to date with us, especially your phone number so we can keep in touch with you easily and contact you to book COVID/Flu vaccination appointments when it is your turn.

Appointments

We continue to offer full telephone appointment clinics for the GPs and ANP in accordance with NHS England guidance. We would like to reassure you that where it is needed, we will then offer you a face-to-face appointment. We have been advised to continue with this service. As you are aware, we have kept our doors open throughout the pandemic and we are now offering much more routine medical care via our very experienced and dedicated nursing team. Jenni, our clinical pharmacist, continues to manage your medication queries and reviews with telephone appointments.

Self-care

At NHS North Yorkshire CCG, we want to empower people to take charge of their own health and make positive lifestyle choices. There's a plethora of apps available to help you on your journey to better health, fitness and wellbeing - visit our [Orcha health apps library](#) or the [NHS Apps Library](#) for more. For more information click like link: [Self-care and lifestyle - NHS North Yorkshire CCG](#)



Carers

We would like to remind Carer's of the services we offer:

- Carers annual review- this includes a physical check as well as a discussion around mental health and stress, an invite for the flu vaccination and ensuring cancer screening is up to date as well as signposting to additional support. (This is different to a social services carer's needs assessment which looks at funding and care needs.)
- Joint flexible appointments for patients and carer's
- Carer's emergency card - North Yorkshire County Council are running a scheme for carer's if they have an accident and cannot identify themselves. The carer's emergency card identifies you as a carer if you have an accident or cannot identify yourself.

WATCH THIS SPACE- We hope to roll out a service where we help Carer's write an emergency contingency plan should they become unwell, soon. Also in the pipeline is a potential new digital resource called 'Jointly' from Carers UK.

*Don't forget if you are a Carer to book in for your **flu** and **Covid jab/ booster**.*
#NHSTHINKCARER

Social prescribing

The Social Prescribers team look after GP practices across Hambleton North and South. The team are here to support our patients who require any form of social intervention

The team can support patients who are: -

- Lonely and Isolated,
- Grieving a loved one, family member, friend or maybe even a pet
- Feeling the need to start a new hobby/social group/sport
- Feeling the need to gain confidence to mix with others or even venturing out of the house
- Looking to get back out into the community
- Interested in maybe being a volunteer such as a befriender
- Needing assistance with everyday chores such as cleaning, shopping, gardening etc
- Generally struggling on a day-to-day basis with the impact of the pandemic

Weight management

The NHS Digital Weight Management Programme offers online access to weight management services to those living with obesity who also have either diabetes,



hypertension, or both. It supports adults through a 12 week online behavioural and lifestyle programme. With three levels of support and a choice of providers it is designed to offer service users personalised level of intervention to support them to manage their weight and improve longer term health outcomes. You can find more information here:



or you can speak to your local chemist or GP if you'd like to be referred into this programme.

Cold weather support

Living in a cold house can seriously impact on patient's health. There is financial support available for those who may struggle to pay energy bills this winter.

Household Support Fund- People who are eligible can get an e-voucher payment of £250 to pay for food and other essentials over the coming months. Please contact NYCC for further details.

Winter Fuel Allowance: If you were born on or before 26 Sept 1955 you could get between £100 -£300 to help you pay your heating bills. You will get this automatically (you do not need to claim) [if you're eligible](#) and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get these you may need to claim- please see www.gov.uk for more info

Cold weather payment: You may get this if you're getting certain benefits. You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November-31 March. Please see www.gov.uk for more info

Warm home discount scheme: You could get £140 off your electricity bill for winter 2021-22. The money is not paid to you - it's a one-off discount on your electricity bill, between October and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

Explain Pain in Better Access - Pilot

Starting the 27th November, we have a new service aimed towards patients dealing with chronic pain starting in Better Access that is available to all practices in Hambleton Richmond & Whitby. This pilot will offer "Explain Pain" sessions to those patients who feel they might benefit from a greater understanding of their chronic pain and may be especially helpful to those who are trying to reduce their opiate use. The appointments can be booked



by GPs, First Contact Physios, Pharmacists, Social Prescribers, and other members of the primary care team.

The sessions will be delivered by Neil Goodenough, the physio who works in the community pain service at the Friarage. This is a pilot that will be evaluated by Teesside University and as far as we are aware is one of the first in the country where these types of group sessions can be booked directly from primary care. We will look to evaluate if it makes patients better able to deal with their pain and reduce demand on primary care services.

The service will start with a virtual group session but will look to move to at least some face-to-face settings once venues are finalised. See poster below for more information.

Heartbeat
Learning about your own body

Explain Pain

Take back control by learning pain science.

Free pain education and self management advice

What you see and feel is influenced by complex interacting factors, including sleep, nutrition, thoughts, emotions and stress management.

Change your understanding of pain and learn better strategies.

Saturdays 9-11am via ZOOM
Please ask at reception for more information.

Staff Updates

Congratulations to Dr David Cole who has qualified as a GP trainer. This is a huge achievement, and we are so pleased that he will continue to do such a fantastic job of encouraging the development of future GPs at the surgery.

A massive thank you and a sad goodbye to Dr Deane Jacobs and Dr Edward Forsythe who joined the practice team temporarily whilst one of our doctors was on maternity leave. They have been a joy to work with over the last six months and from the feedback that has been received we know they will be missed.



Maternity leave

Dr Mitford is now returning from maternity leave. We would like to congratulate her on her new baby girl.

Research

This year we were successful in a bid to be given support to be a 'Start-up' site to help develop research in the practice. This has enabled us to be part of an increasing number of studies we feel it is important to be able to offer our patients with the aim of improving health care for the future.

Our involvement in the national Covid studies PRINCIPLE and RTO-Covid19 have been completed and are now closed.

Ongoing studies:

- CANAssess- aims to test the effectiveness of a Needs Assessment Tool for Cancer. Eligible patients have been sent SMS messages or letters to invite them to the study
- ALABAMA-looking at Penicillin allergy status and its effect on antibiotic prescribing, patient outcomes, and antimicrobial resistance. Eligible patients have been sent letters inviting them to the study
- HRT- Use of a screening tool in primary care to identify menopausal and peri-menopausal women who could benefit from hormone replacement therapy. SMS messages have been sent to eligible patients
- Multiple Symptoms Study 3- testing the effectiveness of a Symptoms Clinic for people with persistent physical symptoms. Eligible patients were mailed out invites to the study

Upcoming studies:

- INTERACT-aims to develop and evaluate a new intervention that will integrate the use of online CBT materials with therapist-led CBT for depression. The novel intervention will be developed so that it can be easily incorporated into existing NHS psychological services.

Projects

Garden Project

On Sunday 10th October members of Mayford House Surgery and their families developed our small green space to create a beautiful garden area to sit in. This was a brilliant team bonding event as well as being great exercise which we are always keen to promote! The aim for this space is to increase biodiversity and provide a small green haven for wildlife whilst also improving staff mindfulness and wellbeing by providing a calm environment to sit



for a few minutes or pick and eat organic fruit straight from the trees and bushes planted (which will no doubt be better for us than the chocolate stashes we often survive on!) In addition, all the plastic plant pots were recycled and donated to a local primary school who are wanting to learn gardening skills and plant their own seeds. Sustainability at its best!!

Well done and thank you to those involved for helping make this an area we can be proud of.



Romanby Scarecrow Festival

Mayford House Surgery recently participated in its first ever 'Romanby WI Scarecrow Festival' on the 23rd-24th October 2021. This charity event runs every 2 years and was the first one since lockdown. As members of the local community, we feel it is important for us to actively engage in events like this and is something we hope to continue with in the future.

Our scarecrow, naturally, had a very topical public health theme of 'Covid vaccinations'. The surgery is very proud to be helping with the vaccination programme on top of our day to day work and wanted to encourage people to get their vaccinations. There were over 50 scarecrows on display around the area over the weekend which was wonderful to be part of. We hope our scarecrows brought a smile to people's faces as they passed the practice.



PPG – YOUR PRACTICE NEEDS YOU



What is a Patient Participation Group?

A Patient Participation Group (PPG) is a group of patients interested in health and healthcare issues, who want to get involved with and support the running of their local GP surgery.

We meet regularly and work closely with the practice staff to decide ways and means of making a positive contribution to the services and facilities offered by the practice to its patients.

The PPG is an important way for patients to relay any views on the provision and development of services at the surgery and for the doctors and practice manager to respond and advise if there are changes within the practice. The PPG would like to encourage and welcome patients to give their views on subjects relating to the surgery. If you would like to find out more about the group or would like to join show following QR code to mobile phone camera, wait for it to scan and when website is displayed click on the link and you will be navigated to our PPG webpage.

