

Market Weighton Practice Newsletter

Issue 4: May 2022

Welcome to our Practice Newsletter



We're pleased to send you the fourth edition of the Market Weighton Practice Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a quarterly basis.

In this edition, we illustrate the latest data from our Practice

infographics and let you know about the latest changes to our Practice, including the Improving Access initiative.

We will continue to let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to hnf-tr.communications@nhs.net.

We hope you enjoy this newsletter and look forward to the next copy in the Summer.

Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust

Looking at our data

Every Quarter, we release what we call our GP Infographics, which aim to give you an insight into the goings on at your local Practice.

The latest infographics can be found on the right hand side of this page, and relate to the three month period between January and March 2022.

We hope you find these infographics insightful.

You can also find them on the Practice website here:

<https://marketweightonpractice.nhs.uk/news/market-weighton-statistics/>

● **9,965**
ATTENDED
APPOINTMENTS

● **193**
DID NOT ATTEND
APPOINTMENTS

● **23,111**
TELEPHONE CALLS
ANSWERED

● **137**
NEW
REGISTRATIONS

● **11,182**
PRESCRIPTIONS
ISSUED

● **1,417**
ONLINE
CONSULTATIONS

● **245**
HOME VISITS

● **9,434**
TOTAL PATIENTS
REGISTERED



Getting to know your Practice

We hope that you enjoy reading the latest news and updates at your local Practice, but we also hope that this newsletter will help you get to know your local Practice and the people who work here better.

Meet our new Healthcare Assistants

The Practice is delighted to welcome two new Healthcare Assistants, Joan and Sue, to our growing Practice team.

We are also pleased to introduce you to a new member of the admin team, Michelle, and we hope you will join us in welcoming Dr Key back to the Practice, following her period of maternity leave.



Volunteers join our Practice team

We currently have three patients who are working as volunteers at the Practice to support with digital transformation, you may meet the volunteers if you are in the Practice on a Monday morning.

Improving Access to GP services

We're working with partners in the East Riding to improve access to Primary Care in the local area.

Following the Government mandate to NHS England that stated that all Clinical Commissioning Groups (CCGs) must "provide extended access to GP services, including at evenings and weekends, for 100% of their population", we are helping to ensure access is available during peak times of demand and on Bank Holidays.

The Improving Access service operates 365 days a year and will help to provide additional appointments between 18:30 - 20:00, Monday-Friday, and 09:00 -13:00, Saturday and Sunday.

Appointments during these extended hours may be at locations other than your own registered Practice, with a Clinician you may have not seen previously. A patient can be seen anywhere that is convenient for them, for example, if a patient lives in Goole but works in Beverley, they may want an appointment in Beverley after work.

These appointments are pre-bookable, however some on the day appointments will be available, and all appointments must be for routine Primary Care, they are not out-of-hours, minor injuries or urgent care.

Your local Practice can support you to book these appointments, either by telephone or in person.

<https://improvingaccess.co.uk/>

Accessing the right care for you

We know that finding the right place to go when you become ill or are injured can be confusing.

We have created a section of our website that explains our new urgent treatment services and how this is just one of the ways we want to help you choose well and stay well in the East Riding of Yorkshire.

By selecting the right service for your illness or injury, you're not only looking after your health but using NHS services responsibly, which is appreciated by all here at our local Practice and beyond.

<https://www.eastridingofyorkshireccg.nhs.uk/your-health/gethelpsooner>

Accessing the right care for you



Self Care  For common ailments and illnesses. Such as: - grazed knee - common cold - sore throat	NHS 111  For non-urgent concerns which you want help for quickly. Including when: - you're unsure - you feel unwell - you want advice	Pharmacy  For general concerns and ailments. Such as: - aches and pains - headaches - upset stomach	GP Practice  For symptoms that don't go away. Such as: - back pain - ear pain - skin conditions	UTC  Urgent Treatment Centres are for non-life threatening, urgent problems. Such as: - sprains - fractures - minor burns	Emergency  Call 999 or go to your local A&E for emergencies only. Such as: - unconsciousness - severe bleeding - breathing difficulties
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Have Your Say — get involved in your local community groups

We appreciate that there is always a lot to take in, in these newsletters, and that there may have been changes to the ways in which GP Practices across the region work, since the last time you visited us.

It is for this reason that we have developed this section, to share with you some of the latest tools and resources you have access to as a patient at our Practice.

Our Patient Participation Group (PPG)

Our PPG is a group of patients and GP Practice staff who meet to discuss Practice issues and patient experience to improve the service. The purpose of a PPG is to provide a means for patients to be more involved in the services they receive, to explore complaints and survey results, and to propose feedback for future developments and change.

Being part of the PPG membership does not take up a lot of your time, but it can make a big difference. It gives you the opportunity to provide vital feedback which helps to develop the Practice services. Members of the PPG Committee meet quarterly. There is also an Annual General Meeting which all patients are welcome to attend.

Any registered member of the Practice can join the group, but there is a process to be followed if you wish to sign up. Please see this page on our website for more information:

<https://marketweightonpractice.nhs.uk/contact/patient-participation-group/>



‘involve’ patient network

‘involve’ is a local network for East Riding of Yorkshire residents who are registered with an East Riding GP and who care about the NHS.

Members of the involve patient network help us by contributing their views, and if they wish, volunteering their time to contribute views through surveys, focus groups and conversations – you can choose how much you want to be involved.

If this sparks your interest, please find out more on the East Riding of Yorkshire NHS CCG’s website, here:

Health Trainers at the Practice

As you may know from a previous edition of this newsletter, we have Trust Health Trainers working from the Practice two days of the week.

Health Trainers are qualified professionals who can help you with a range of health and lifestyle concerns, including weight management, smoking cessation and emotional wellbeing, among many other things.

If you would like to arrange an appointment with one of our Health Trainers, you can call them on 0800 9177752.

You can also visit their website for more information: <https://www.nhs-health-trainers.co.uk/>

Upcoming Community Links event

The Practice are currently arranging an event to promote some of the additional services available for our patients, provided by the Community Links Worker we work with regularly.

We intend to release details of this in the coming weeks.

Active Brains research study

Earlier in the year, our Research Team opened the Active Brains research study and invited patients from Market Weighton Practice to get involved. We were pleased to see so many of you were interested and have since joined the study.

Active Brains aims to find out if using the [Active Brains website](#) is useful for people aged 60-85, who are proactively taking steps to keep their brain healthy.

The Active Brains website is designed to help people get a bit more active, practising thinking skills, and eating healthily. As we get older, it's more important than ever to do things to keep our brain and body active and healthy.

The research study tests whether using Active Brains helps people to do this and the study lasts for five years.

To find out more about this, read the latest article here: <https://www.humber.nhs.uk/news/?postid=607246>

Be kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.

Closure notice

From 12 noon on **Wednesday 15th June**, the Practice will be closed for staff training.

The Practice will open as normal on the following day, Thursday 16th June.

The same will apply to the Practice on **Thursday 14th July**, opening as normal on the 15th July.



Receiving this newsletter

We listened to your feedback and opted to maintain a digital focus for publishing and sharing this newsletter, in order to only reach those who wish to receive it, and to minimise paper waste.

For patients who wish to receive a physical copy, you can collect one from the Practice the next time you visit, or sign up to receive a paper copy to your home address.

You can sign up for this service on our website, here: <https://marketweightonpractice.nhs.uk/news/newsletters/>

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

hnf-tr.communications@nhs.net