

Springfield Patient Participation Group (PPG)

We are the Patient Participation Group, a group of volunteers who represent the patients of the Springfield Practice. Independent from the surgery, we are here to represent your interests to the practice so they can best meet all our needs. We produce this newsletter for the benefit of all surgery patients.

Did you know...? you can book appointments 3 weeks in advance online.

Have your say... What experience do you have of alternative booking systems that have worked at other surgeries – email your experience to PPG.Springfield@gmail.com

**Canalside Health
Care Centre, Bingley
Telephone:
01274 567991**

Patient NEWSLETTER

Welcome to our 1st newsletter

This newsletter is to keep you informed about Springfield and important health issues. It has been compiled by the PPG in consultation with Springfield Surgery.

Any suggestions as to what you want to hear more about in future editions then please email us at PPG.Springfield@gmail.com.



The eight o'clock scramble



We are all too aware of how difficult it is trying to get that appointment first thing in the morning. This is true of many doctor's surgeries across the country. We know from our recent survey that it is even more difficult for those people with a busy morning schedule. You or a family member is unwell and, on top of dealing with this, you still need to prepare for the day ahead.

There are no easy answers to this problem, but the good news is that the Springfield team are in the process of upgrading to a new telephone system which will have extra features such as the ability to request a call back.

Alongside this, the practice and the PPG are constantly looking for ways of making it easier to access appointments. However, bear in mind that there are no magic solutions to those days when the demand for appointments outstrips the availability.

The Springfield team strive to provide a personal service, and think it is important that we can speak to someone when booking an appointment. This means they are avoiding online forms that other surgeries are using.

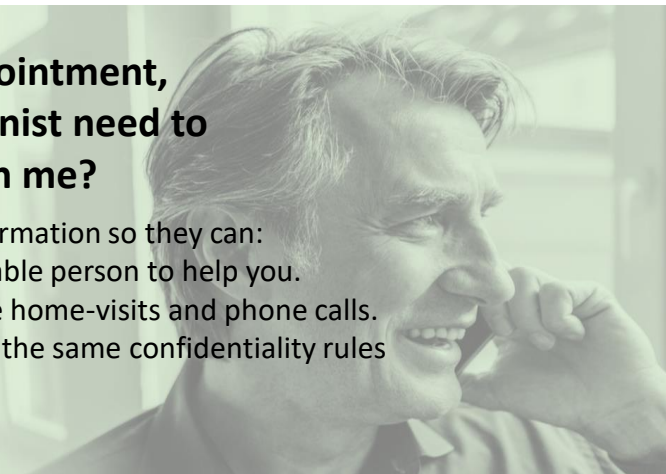
One thing we know for sure this will always remain a hot topic for the surgery and the PPG. Look out for our next issue when we will hopefully have some good news on the progress towards a better appointment system.

When booking an appointment, why does the receptionist need to ask what is wrong with me?

Receptionists collect brief information so they can:

- Direct you to the most suitable person to help you.
- Help the clinicians prioritise home-visits and phone calls.
- Receptionists are bound by the same confidentiality rules as clinicians.

Thank you for your support.



Health Matters

What is good mental health?

Looking after your mental health is not something we should just do if we are struggling, or feeling low, anxious or stressed. It's something we should think about all the time and really invest in, just like with our physical health.

Staying on top of our mental wellbeing is good for us now but also helps us deal manage difficult times in the future.

Over time, it can also reduce our risk of physical health problems.

Top NHS tips to improve your mental wellbeing

We all need good mental health and wellbeing – it's essential to living happy and healthy lives. Here are 3 areas of life where simple changes can make a big difference. *Why not start today?*

Connect with others

Spending quality time with friends or family, talking to someone about how we are feeling or finding ways to help other people can all help stop you from feeling lonely and improve your mental health and wellbeing. This can be online, by phone or seeing someone in person.

Live a healthy life

Being active, enjoying the outdoors and having a healthy, balanced diet all impact how we feel. Also, binning bad habits like smoking, and cutting down on alcohol and caffeine can have a positive effect on our mood.

Do something for yourself

From enjoying your favourite hobby, learning something new or simply taking time to relax, it's important to do things that make you happy, like trying a new hobby or learning a new skill.

Improve and maintain your mental health:

Get your free Mind Plan by searching for 'NHS free mind plan'

If you're struggling with your mental health and wellbeing, this simple mental health quiz can help. It generates a personalised plan based on the information you provide. If you want help to deal with anxiety or low mood, tips to reduce stress or advice on how to fall asleep faster and sleep better this quiz is for you. Answer 5 simple questions to get your personalised mental health action plan, with tips and advice to help you look after your mental health and wellbeing. Sign up to the NHS 4-week email programme for helpful reminders and to swap in new tips.

Be kind to your mind, because the small things can make a big difference.

Measles Mumps & Rubella immunisation



Springfield Surgery, strongly encourage parents to immunise their children. Immunisation works - The number of children receiving the MMR vaccine has fallen over recent years, and the incidence of serious childhood illnesses such as measles has increased.

It is becoming increasingly clear that the safety fears surrounding immunisations (and MMR in particular) are unfounded. The benefits of immunising seem to far outweigh the extremely small risks.

Unsure? If you are unsure as to whether to immunise your child, the following links provide more detailed information from reliable sources. Alternatively, please feel free to make an appointment with the practice nurse or doctor to discuss.

<http://www.mmrthefacts.nhs.uk>: This website gives all the up-to-date facts surrounding MMR and discusses some of the recent areas of controversy.

<http://www.immunisation.nhs.uk>: This website discusses all the issues surrounding this and other immunisations.

Your survey results, you said, we did...

Springfield Surgery January 2024 Patient Survey

The Patient Group and the Doctors were delighted that 660 of you took the time to respond to the survey in January. Here is a summary of the key messages that came out of your responses.

You said...

173 (out of 660) patients reported it wasn't easy booking an appointment with mainly Employed/Self Employed patients reporting difficulties with a system that requires availability at precisely 8am to make a booking" 50 comments out of 161 comments referred to this issue.

We did...

We regularly review our appointment system and method of booking appointments. This includes looking at other practices systems within the local area. We appreciate our phone lines are busy at 8am, however we're confident our current appointment system enables patients who are acutely ill to be seen the same day. 25% of Drs appointments are bookable 3 weeks in advance; these are available online or via receptionists.

You said...

472 (out of 647) patients said when phoning the surgery between 8am – 9am they received the engaged tone rather than hearing 'you are number x in a queue'.

We did...

We're in the process of changing telephone companies; the new system will allow ALL calls to be held in a queue. In addition, patients will have the option to press a button for a call back rather than hanging on the phone. This option keeps your place in the queue hopefully making it easier for patients, particularly those going to work or on the school run.

You said...

608 (out of 662) patients found our receptionist helpful, 41 patients found them unhelpful.

We did...

At Springfield we try to maintain a friendly yet professional atmosphere, we would encourage any individual to promptly report their dissatisfaction to the Office Manager or Practice Manager who can act swiftly to learn and try to resolve the situation.

CPR training coming soon to Springfield:

The PPG is re-establishing training for Springfield patients to learn how to administer lifesaving CPR.

If you would like to take part or find out more, please email PPG.Springfield@gmail.com



Advanced Clinical Practitioners (ACPs) or Physician Associates (PAs)

You may have heard in the media about UK surgeries using ACPs or PAs to provide support to patients with some issues. ACPs are healthcare professionals educated to Master's level. PAs are healthcare professionals with a generalist healthcare education. These roles were established to address gaps and support doctors, particularly to reduce increasing pressures on NHS services.

Springfield don't use either ACPs or PAs and don't have any plans to.

Bulletin Board

Evening & weekend appointments available now!

Did you know that there are a limited number of extra appointments? You can access a range of routine services when the surgery is closed, including GP appointments. Monday evenings 6.30pm until 9.30pm, at Bingley Medical Practice. Saturday 11am - 5pm at Windhill Medical Practice.

To book an appointment at one of these clinics, please contact reception.

Telephone:
01274 567991

Hours:
Telephone:
8.00am - 6.00pm
Monday to Friday
Reception:
8.00am - 6.30pm
Monday to Friday

Out of hours:
telephone 111 or,
in an emergency,
999

Springfield Surgery Website:
www.springfieldsurgery.nhs.uk

Carers corner

Carers' Resource

Whether you care for a parent, a partner, a relative or a child with additional needs, the Carers' Resource can give you information, advice and support.. The Carers' Resource may be able to help:

- by providing individually tailored information
- to find out what support is available, incl. financial, practical or emotional support
- with hospital admission and discharge processes
- with benefit entitlement
- to plan for the future
- to develop new hobbies
- form links with other carers in a similar position.

Contact:

For more information, ask for a referral from your GP, nurse, or at reception, and the Carers Resource will contact you. Alternatively, you can contact the Carers Resource directly yourself.

Telephone: 01756 700888

Web: www.carersresource.org



Signposting...

Are you aware of the Canalside Café?

This is open Monday to Friday from 11am to 1pm - serving well priced food, snacks, drinks and gorgeous home-made cakes. It's the ideal place to go meet friends or call in just to see a friendly face and enjoy the warm space

This is a community run café and they are always looking for volunteers to assist with its running. If you feel you are able to assist, please contact PPG.Springfield@gmail.com.

NHS Pharmacy First

Under this new scheme, you can visit a pharmacist to receive advice and treatment for some simple, minor illnesses, instead of going to see your doctor.

You can visit your pharmacist for a consultation, and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.

Visit your local pharmacy or search for 'NHS Pharmacy First' on the web for more information..

Bingley Foodbank

A community resource serving local people facing crises in their lives. It has been initiated by the Methodist Airedale Circuit. Vouchers can be obtained through the surgery.