

# Springbank Health News

We would like to reintroduce some colleagues in the practice, to let you know what additional services are available. These are members of the team who bring a wide set of skills and expertise and appointments with them can be made directly via reception.

## Martin and Gareth - first contact practitioners

A First Contact Practitioner (FCP) is a healthcare professional based at a GP surgery, serving as the initial point of contact for patients. Patients with musculoskeletal (MSK) issues can directly consult an FCP without needing a GP referral. FCPs perform specialised assessments, offer tailored advice, and develop appropriate management plans.

Physiotherapists functioning as FCPs are skilled musculoskeletal clinicians with expertise in evaluating and treating conditions related to bones, muscles, nerves, or joints. FCPs deliver evidence-based care following NHS best practice guidelines and can refer for investigations and to other services when necessary.

## Martin - Physiotherapist



## Nichola - Mental health practitioner



## Nichola - mental health practitioner

My role as Advanced first contact mental health practitioner is to support patients aged 18 and over who are struggling with any aspect of their mental health. Patients who are struggling with mood, anxiety, trauma, loss or bereavement, stress, autism/ ADHD, psychosis can be seen by myself instead of a GP initially. Patients are offered a mental health assessment, support and signposting/ referral for longer term or ongoing support as needed.

Appointments generally last around 20 minutes- with up to 6 appointments being able to be used to provide short term intervention or further assessment and monitoring until the patient's mental health improves. They are a safe supportive space for people to explore and make sense of any difficulties they are having.

## Richard - Health coach

My job role as a Health & Wellbeing Coach is to help reduce risk factors to either help control or prevent medical conditions via lifestyle changes. These lifestyle changes could relate to diet, exercise, weight, alcohol, smoking, ways to improve sleep and looking after one's own wellbeing through relaxing techniques. Appointments with myself are a discussion, a chance for you to ask questions you have regarding your own condition about how lifestyle changes can help. As a Health & Wellbeing Coach I will listen, offer support and coach you to help you overcome your barriers that are stopping you from achieving your goals.

## Richard - health coach



## **Aliyah - clinical pharmacist**

My role as a clinical pharmacist is varied but the primary goal is to ensure that patients are on the appropriate medication regimes and that they are getting the best out of their medicines. This is achieved through conducting medication reviews where I check compliance, side effects, potential drug interactions, drug efficacy, blood test and blood pressure results (where relevant) and whether the medication is still required.

In addition to medication reviews, I also help with processing acute prescription requests (where the medication being requested is not on repeat) and dealing with medication queries from patients and other healthcare professionals (e.g. if a medication is out of stock).

I am also periodically involved in conducting medicines optimisation/safety audits to ensure that patient safety is not compromised, thereby reducing the risk of harm & preventable hospital admissions.

## **Heather - social prescriber**

My role as a Social Prescriber is based on my other role as a Living Well worker with North Yorkshire Council – the aim of the role is to prevent, reduce or delay the need for someone to have to use statutory services by supporting them to engage with the local community and also by directing people to the best source of advice to help them no matter what their issue is.

I do say to the doctors at the surgery ‘as long as it isn't medical I'll see what I can do to help’.

My background is 20 years experience at Citizens Advice and the knowledge from this time helps me to try to find a solution for whatever the issue is – caring role, benefits, housing, employment issues, utility costs, isolation and loneliness, how to access support from North Yorkshire Council if that is what is needed and to assist with how to apply for Blue Badges etc.

If I don't know the answer I will do my best to find it out.



## **Supporting mental health in young people**

In today's fast-paced world, mental health and emotional wellbeing are as important than ever, especially for young people.

One charity making a difference is YoungMinds, a national charity committed to improving the emotional health of children and young people. With a wide range of resources, support, and advocacy, YoungMinds is raising awareness about mental health issues faced by young people today. Whether you're a young person struggling with anxiety, depression, or stress, or a parent looking for guidance, YoungMinds offers practical advice, helplines, and an online community to help you take the first steps toward support. For more information on how YoungMinds can help you or your loved ones, visit their website at [youngminds.org.uk](http://youngminds.org.uk).

Closer to home in North Yorkshire, Compass Phoenix provides a vital service to children and young people aged 9 to 19 (up to 25 for those with special educational needs) who are struggling with emotional wellbeing. Compass

Phoenix works across the region, offering tailored support to individuals, families, and schools through one-to-one sessions, group work, and counselling. The service focuses on helping young people manage emotional difficulties, build resilience, and develop healthy coping mechanisms.

Compass Phoenix recognises that emotional wellbeing is the foundation for a healthy, balanced life. Through their compassionate and professional approach, they offer young people the tools they need to improve their mental health, build confidence, and achieve positive outcomes. You can learn more about the support Compass Phoenix provides and how to access their services by visiting [compass-uk.org](http://compass-uk.org).

Both YoungMinds and Compass Phoenix understand the pressures young people face today and are dedicated to helping them overcome these challenges. Whether it's managing school stress, dealing with family problems, or coping with difficult emotions, these services are here to listen, support, and guide.

## The Benefits of Vitamin D Supplements in Winter

As daylight hours shorten in winter, getting enough vitamin D from sunlight becomes difficult. Vitamin D is crucial for maintaining healthy bones, teeth, and muscles, as it helps the body absorb calcium and phosphate. Without enough vitamin D, bones can weaken, leading to conditions like rickets in children and osteomalacia in adults, which causes bone pain and muscle weakness. For this reason, the NHS recommends that everyone consider taking a daily vitamin D supplement during the autumn and winter months. The suggested dose is 10 micrograms (400 IU) per day.

There is also growing interest in the possible links between vitamin D levels and other aspects of health. While the most established benefit of vitamin D is for bone health, research has shown an association between low vitamin D levels and a higher risk of infections, including colds and flu. Though evidence is still emerging, maintaining adequate vitamin D levels

might support your immune system, especially during the winter months when infections are more common.

Similarly, low vitamin D levels have been linked to fatigue and reduced energy. People who are deficient in vitamin D often report feeling tired or sluggish, and correcting this deficiency may improve energy levels. However, vitamin D supplements are not a guaranteed solution for boosting energy.

While more research is needed to confirm the full range of benefits, maintaining healthy vitamin D levels can be an easy way to support your bones, and it may also help with immunity and energy. The NHS advises not to exceed 100 micrograms (4,000 IU) daily unless directed by a healthcare professional.

Taking a daily supplement could help keep you healthy this winter—both in body and spirit.

## Opening Times

Some appointments are pre-bookable and some are reserved for more urgent problems, bookable on the same day. There is always a duty doctor who is available to help with very urgent problems. This means we can always ensure help when needed. Our nurses are highly experienced and are skilled in triage and urgent care.

We are part of a team of practices in the Harrogate area and can provide additional appointments at Mowbray Square in Harrogate on evenings and weekends, including for blood tests, cervical smears, dressings and GP appointments. Speak to reception for more information.

### Green Hammerton

<b>Monday</b>	<b>8am - 6pm</b>
<b>Tuesday</b>	<b>7.30am - 6pm</b>
<b>Wednesday</b>	<b>7.30am - 6pm</b>
<b>Thursday</b>	<b>8am - 6pm</b>
<b>Friday</b>	<b>8am - 6pm</b>

### Tockwith

<b>9am - 12pm</b>	<b>2.30pm - 6pm</b>
<b>9am - 12pm</b>	<b>2.30pm - 6pm</b>
<b>9am - 12pm</b>	<b>2.30pm - 6pm</b>
<b>9am - 12pm</b>	<b>Closed</b>
<b>9am - 12pm</b>	<b>2.30pm - 6pm</b>

Appointments can be booked with reception on 01423 330030 or through our website [www.springbankhealth.co.uk](http://www.springbankhealth.co.uk) if you are registered to use SystmOnline. In order to use online services, you will have to register at our reception. We will ask you for ID when you do this. Our reception team have more information. We also have available econsults, which are query forms you can find on our website, to get advice quickly.

## Our clinical team

Please see a nurse or primary care paramedic for:

Family planning and contraception, asthma and COPD reviews, diabetes reviews, immunisations, complex dressings, minor injuries, minor illness.

Please see a healthcare assistant for:

Blood tests, ECGs, blood pressure checks and reviews, health checks, hearing tests, dressings, care plans.

Please see a physio for any joint or musculoskeletal pain.

We have several pharmacists who work remotely and may contact you to review medication.

The receptionists will help you access the best appointment for you. You may also see district nurses, health visitors, midwives, diabetic retinal screening and other healthcare professionals who visit the practice from local hospitals.

### Doctors:

Dr Angela O'Donoghue  
Dr Richard Tatham  
Dr Libby Aspden  
Dr Andrew Jennings  
Dr Kathryn Rudd  
Dr Nancy O'Neill  
Dr Deemica Patel

### Physiotherapists:

Martin and Gareth

### Social prescriber:

Heather

### Health coach:

Richard

### Nurses:

Keri, Helena and Julie

### Mental health worker:

Nichola

### Healthcare assistants:

Katie and Ellie

### Out of hours care

Our normal opening hours are 8am-6pm so if you need medical attention between these times, please call us on 01423 330030.

Outside our opening hours, you should dial 111 if you need to contact a doctor. Calls to this number are free from landlines and mobiles. You will then be directed to the most appropriate service.

If you have a medical emergency at any time, please call 999.

### Local urgent care centre

The nearest NHS urgent care centre is located in York hospital. The address is Wigginton Road, York YO31 8HE. Appointments are through calling 111. The centre is open 24 hours a day, 7 days a week.

### How to obtain medications in an emergency

In normal surgery hours, please contact the surgery. Out of hours, please contact the out of hours doctor's service or local urgent care centre. When away from home, a local GP practice will be able to help. Pharmacists are allowed to dispense some medications without a prescription, but will need your GP practice details.

### Integrated Care Board

North Yorkshire integrated care board is responsible for commissioning NHS services in the area. For more information, visit: [www.humberandnorthyorkshire.icb.nhs.uk/](http://www.humberandnorthyorkshire.icb.nhs.uk/)



Helena - Practice Nurse

Calling anyone at school or college who is considering a career in medicine. Why not join our patient group for a year? This would be a good opportunity to gain experience of how the practice works and might help on a personal statement for university applications. Please email us at [springbank.surgery@nhs.net](mailto:springbank.surgery@nhs.net) if you feel this would be of interest.

### Appointments:

Consultations are by appointment. Appointments can be made in person, by telephone or online. An appointment is normally for one person and one problem only and lasts 15 minutes. Please advise us as soon as possible if you are unable to attend or no longer require an appointment. We offer appointments that can be booked in advance and those that can be booked on the day. We try to balance these appointments to meet demand. We aim

to routinely offer longer appointments for people with long term conditions with a care plan as well as those with learning disabilities and dementia.

### Urgent Care:

We have a duty doctor and duty nurse or paramedic who ensure that we are always able to help patients with urgent problems on the same day, either by telephone or in person.

### Home Visits:

We offer home visits for housebound and seriously unwell patients. If you require a home visit, please let us know as early in the day as possible. Our practice covers a large area and we need to plan the best use of our resources. A member of the duty team will usually ring back to discuss the problem prior to the visit. This sometimes helps plan investigation of a problem prior to you seeing a paramedic or doctor at a later time.



*you care for them,  
we care for you*

<https://www.carersresource.org/>

Carers have a tough job – it can mean unrelenting pressure, little chance to relax and a lot of worry. The system is complicated, and the issue is hidden.

Carers' Resource provides support for carers, no matter what their age, race, religion or needs. Follow the link to discover what support they can offer you as a carer, or as someone who might work with carers. This is for carers of all ages and is aimed specifically at people in North Yorkshire.

## Prescriptions and Home Delivery

Prescriptions issued during an appointment will normally be dispensed promptly.

We keep a comprehensive stock of medications at both sites. Requests for repeat prescriptions can be made up to a month in advance.

We normally request 2 working days

to get them ready and sometimes this can take longer if there are national supply shortages.

We now have an established home-delivery service for patients who are housebound or vulnerable. Please let reception know if you or someone you care for would benefit from this service.

Springbank Health  
York Road  
Green Hammerton

Tel: 01423 330030  
[www.springbankhealth.co.uk](http://www.springbankhealth.co.uk)



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