



Springbank
Health

www.springbankhealth.co.uk



Winter 2020/21

Springbank Health News

Winter sunrise from Kirk Hammerton



Time to support your immune system!

Good sleep

Good sleep is crucial for a strong immune system. The immune system relies on the rhythms of good sleep. Allergy and Sleep journal, June 2019, published a review of the research around sleep and the immune system. They concluded that disrupted sleep damages our body's defence mechanisms.

If you are struggling with sleep, consider visiting the following website "Sleep Station". <https://www.sleepstation.org.uk/>

This would normally cost £295 for an individual but people in the Harrogate area can access this for free. When you go through the sign up questions, you will eventually come to a page where you select the box "Request NHS access". You can then say you are registered with Springbank Surgery and you will be able to access the resources.

Vitamin D

Vitamin D supplements have been a hot topic in the news recently. We get most of our vitamin D from sunshine on the skin. There is not much sunshine about in North Yorkshire at

the moment! This is why the NHS recommends that everyone takes vitamin D supplements through the winter months. In fact, you may not know that the NHS is giving free vitamin D to everyone who is at high risk of complications from Covid-19. This is not on a prescription and not from the practice but you can find more information here: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/get-vitamin-d-supplements/>

There was an interesting article in the British Medical Journal in November 2020 which showed that patients with plenty of vitamin D were better protected from covid-19 complications. Vitamin D has been recommended for bone and muscle health for many years. This year, with the increased importance of keeping us safe from infection, vitamin D seems more important than ever.

Vitamin C

The British Medical Journal published some information for intensive care for those patients most unwell with Covid-19. The study from July 2020 found that vitamin C helped patients recover better. This was thought to be effective because vitamin C helped to block what is called the "cytokine storm". This is when the body's immune system goes into overdrive and starts damaging itself.

Zinc

As with vitamin C, the body does not have a good storage system for zinc so it is actually quite easy to become deficient. People are at higher risk if they are elderly, have long-term medical conditions or have a vegetarian diet. The BMJ, in July 2020, published a review of the research into zinc and concluded "zinc is a critical factor for antiviral immunity".

Exercise

The benefits of exercise are wide ranging. Exercise makes our bodies release the feel good hormones, "endorphins" and can help with long term pain and mood. A landmark article in the Lancet in 1999 linked exercise to a chemical called glutathione in our bodies which strengthens the immune system and even slows down the aging process!

Soluble fibre in the diet

Scientists used to think fibre passed straight through our gut. In fact, we need soluble fibre to feed the friendly bacteria that live in our large intestine (colon). These friendly bacteria break down the fibre which releases some important chemicals called short chain fatty acids (like butyrate). These chemicals help to regulate our immune system, playing a role in fighting infection as well avoiding allergy and autoimmune conditions.

<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.

Thank you to all the local volunteers!

We would like to say a very big thank you to all the volunteers who have been tirelessly working away for the community, in delivering medication, food, parcels and generally supporting those in need. Volunteers have made over 1800 prescription deliveries from Springbank Health. The work they have done has been absolutely extraordinary.

Covid Vaccinations

These are being organised at a regional level for all practices in the Harrogate area. They will be given at the Great Yorkshire Showground in Harrogate by appointment only, starting 22nd December 2020. Certain patients are being prioritised and will be telephoned or sent a text message. It is important to have your mobile number so we do not miss you! We expect the vaccination service to ramping up with each passing week so should have more updates on our website as they come.

Please remember that if you have a new cough, fever or loss of taste or smell, visit the [nhs.uk](https://www.nhs.uk) website to get the latest information regarding Covid-19 testing and self-isolate according to the national guidance..

If you need medical attention at this time, call 111. A site is set up in Harrogate to assess people with Covid-19 in case they need hospital. Our team here can guide you if you have concerns.



Look after your mental health

2020 has been an incredibly difficult time for many people. You're not alone. In fact, most people experience some mental health issues in their lifetime.

You can find out more and also refer yourself for psychological therapy at the following link <https://northyorkshireiapt.co.uk/>

Some other sources of help in times of stress:

The links and telephone numbers below might be helpful for yourself or people close to you.

National Domestic Violence Helpline: 0808 2000 247

The Mix - free information and support for under 25s in the UK: 0808 808 4994

The Men's advice line for male domestic abuse: 0808 801 0327

National LGBT+ Domestic Abuse Helpline: 0800 999 5428

Samaritans 24/7: 116 123

Rights of women advice lines: <https://rightsofwomen.org.uk/get-advice>

Changing lives - for anyone experiencing a challenging time for support to change their lives for the better: www.changinglives.org.uk

eConsult system on our website

eConsult is a confidential system on the website that allows you to contact us for personalised advice or seek more general self-help information from the NHS. There is also information about local services. Please feel free to click on the link on the front page of www.springbankhealth.co.uk and explore it.

If you would like personalised advice, eConsult will ask you questions about your symptoms or existing condition and only takes a few minutes to complete. After filling in some details about you, to verify who you are, your eConsult is sent to us. We will get back to you by the end of the next working day, by email or telephone. This may mean you don't have to come into the surgery unnecessarily.

If your symptoms sound very serious,

the system will stop you from completing your eConsult and suggest that you seek urgent medical advice.

One of the key benefits of eConsult is that it is available at any time and from any device. It can be used for medical or administrative issues.

If you decide you want to manage your condition without contacting us, eConsult can guide you towards trusted medical advice as well as relevant local services. We feel it can be trusted as it was built specifically for the NHS by NHS GPs. It has been rolled out across all practices in the Harrogate area.

eConsult is available for anyone from the age of 18 years and over. It cannot be used for requesting repeat prescriptions. Please use the NHS App on your phone or sign up to our online access system.

About Springbank Health

As a patient, you will be listened to, understood and respected. We are committed to working together to offer you high-quality, compassionate care. We will always include you in your health decisions and will continually strive for improvement.

We look after all the villages between Knaresborough and York, as far south as Tadcaster and as far north as Boroughbridge. Our main surgery building is in Green Hammerton and we have another surgery in Tockwith. You are able to make appointments at both sites, via the same telephone number, irrespective of where you live.

We have five GPs, two nurses, a paramedic, two healthcare assistants and we also have junior doctors. We

dispense prescriptions from both of our surgeries as well as running some specialised clinics, frequently meaning we can be a one-stop shop for health matters.

Mrs Christine Edmond is our senior team leader, overseeing the operation of the practices. We have a team of dispensers, receptionists, secretaries and administrators who all play key roles in our efforts to deliver an excellent service. You may also see district nurses, community midwives, health visitors, chiropodists, diabetic retinal screeners, phlebotomists and other healthcare professionals who help to look after our patients.



Opening Times

The main reception at Green Hammerton is open each weekday between 8am and 6pm. We also open late on a Monday evening until 7.30pm and open early on some mornings. Tockwith surgery is open during surgery times only.

Some appointments are pre-bookable and some are reserved for more urgent problems, bookable on the same day. There is always a duty nurse and duty doctor based at Green Hammerton 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.

Green Hammerton

Monday	8am - 6pm
Tuesday	8am - 6pm
Wednesday	8am - 6pm
Thursday	8am - 6pm
Friday	8am - 6pm

Tockwith

Morning	Afternoon
9am - 12pm	2.30pm - 6pm
9am - 12pm	2.30pm - 6pm
9am - 12pm	2.30pm - 6pm
9am - 12pm	Closed
9am - 12pm	2.30pm - 6pm

Opening times during the pandemic might vary. Please consult the website or front doors of the buildings for the most up to date times.

Appointments can be booked with reception on 01423 330030 or through our website www.springbankhealth.co.uk. 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.



Kim
senior receptionist

Doctors:

Dr Angela O'Donoghue
Dr Richard Tatham
Dr James Hunter
Dr Heather Pope
Dr David Longworth
Dr Libby Aspden

Nurses:

Christine and Helena

Paramedic:

Ellie

Healthcare assistant:

Sophie

Our medical 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:

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

Please see a GP for other complex problems.

The receptionists are trained to signpost you to the most appropriate clinician to maximise the overall appointments available to you.

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.

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.

Sophie, Healthcare assistant

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.

Clinical Commissioning Group

Our clinical commissioning group (CCG) is Harrogate and Rural District (HaRD).
www.harrogateandruraldistrictcog.nhs.uk



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 10 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 can

provide 20 minute appointments if you need more time. 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.



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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 but may need up to 5 days during the pandemic.

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

Please ask in the reception for more information about areas such as carers' services, diabetes, healthy eating, dementia, independent

living, cancer, help with health costs and prescription charges, stopping smoking and much more.