

North Yorkshire Clinical Commissioning Group Patient Partner Network

December 2020 Update

This brief has been prepared to give patient partner members an update from the CCG. We are sharing this with you prior to the meeting, so if you have any questions relating to the information provided, you are able to bring your questions to the meeting.

The Loop update

There are currently 310 members of The Loop an increase of 5 over the last month, the CCG's virtual network for those interested in our work and who may wish to get involved. Members are asked to share details of the network to friends, family and colleagues' encouraging people to sign up and keep updated on CCG news.

Keep Safe and Be Kind

GP Practices in North Yorkshire and York are asking residents for their patience and understanding with demand for appointments returning to levels not seen since the start of the coronavirus (Covid-19) pandemic.

While health leaders say it's good news people are not ignoring symptoms of ill health and are seeking medical help, practices are facing additional pressures because of staff absences as a result of routine winter sickness and the quarantine rules associated with Covid-19 contact. It means the wait to speak to a member of a surgery's reception team may be a little longer than normal.

People are strongly being encouraged to contact their GP practice online, via the NHS App or by telephone for an appointment if they have a health concern. They will then be triaged into either a telephone, video or face-to-face appointment depending on what is most suitable for them. There are also other good sources of health advice such as local chemists and NHS 111 who may be able to help with minor illnesses.

Patients with symptoms of coronavirus – a high temperature, a new continuous cough or a loss or change in taste or smell are the most common – are being asked to self-isolate and to book a test. Patients should also be reminded to self-isolate even if they are not experiencing symptoms themselves if a member of their household has symptoms. This is to help protect their friends, families and colleagues.

Flu Update - High Demand for flu vaccines in North Yorkshire and York

People living in North Yorkshire and York who are eligible for a free flu vaccination at their GP surgery are being asked to be patient if they haven't yet got an appointment. NHS North Yorkshire Clinical Commissioning Group (CCG) and NHS Vale of York CCG say there is a high demand for the flu jab and supplies of the vaccine are being prioritised by GP practices based on clinical need.

Flu vaccination is important because:

- if you're at higher risk from coronavirus, you're also more at risk of problems from flu
- if you get flu and coronavirus at the same time, research shows you're more likely to be seriously ill
- it'll help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

If you are in an 'at risk' group and have not yet got an appointment, your GP practice will contact you when further supplies are available.


Winter Medicine Cabinet

The NHS in North Yorkshire and York says residents can take steps now to look after their own health, so they are well prepared if they succumb to a common winter illness like a cough or cold.

By keeping a medicine cabinet at home containing simple remedies like paracetamol, ibuprofen and anti-diarrhoea tablets, NHS North Yorkshire Clinical Commissioning Group (CCG) and NHS Vale of York CCG say many people will be able to deal with a short-term winter infection themselves without needing to see a GP. The [medicines the NHS recommends people have at home](#) to treat common winter illnesses include:-


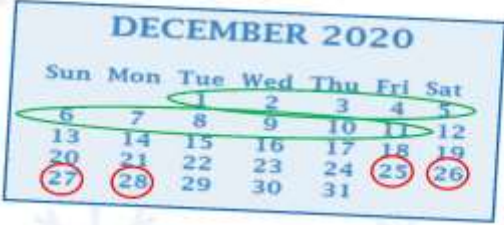
- Painkillers like aspirin, paracetamol and ibuprofen which are highly effective at relieving many minor aches, pains and ailments, including a common cold
- Oral rehydration salts, which are an easy way to help restore the body's balance of minerals and fluid if you are suffering from fever, diarrhoea and vomiting
- Anti-diarrhoea medicine which can control the symptoms of diarrhoea that can be brought on by a stomach virus or food poisoning
- Antacid tablets or liquid, which will reduce stomach acidity and bring relief from indigestion and heartburn.

Request your medication well in advance of Christmas



Make sure you order the medicines you need

If you are due to receive your repeat medicines during Christmas week, please **order 7-14 days in advance of when your next repeat prescription is due.**



Tees, Esk & Wear Valleys NHS Foundation Trust - ENGAGE North Yorkshire and York Newsletter



Engage October
2020 tewv.pdf



Newsletter NovDec
Tewv.pdf

Hambleton, Richmondshire and Whitby Update

Whitby Hospital Redevelopment Update

Following recent Whitby Hospital Engagement event (1st October 2020) and the Patient and Carer Experience Forum (21st October 2020) held by Humber Teaching NHS Foundation Trust, there were discussions around 4 distinct topics:

1. Gardening and Landscaping
2. Artworks
3. Hospital Name
4. Whitby Hospital Appeal Group

Task and Finish groups have been established and will report back to the Patient & Carer Experience forum, January forum will take place Wednesday 20th January 2021, 10:30 to 12:00.

Harrogate and District Update

Harrogate community centre is to be temporarily repurposed to help local NHS Covid effort (18 November 2020). A community centre in Harrogate is set to be temporarily repurposed so patients with Covid-19, or symptoms of the virus, have the opportunity to see a GP face-to-face. Until now, patients with Covid in the Harrogate district who urgently needed a face-to-face doctor's appointment would attend their own surgery. And while there are strict social distancing, PPE and infection, prevention and control measures in place in all GP surgeries, doctors say it's more practical if Covid-positive patients, or those displaying symptoms, can be seen at a dedicated site elsewhere.

Now, NHS North Yorkshire Clinical Commissioning Group (CCG) and the Yorkshire Health Network – the federation covering the 17 GP surgeries in the Harrogate and rural district – have secured the use of the Jennyfield Styan Community Centre in Grantley Drive from Harrogate Borough Council until January next year.

Ordinarily, the centre is home to support groups, youth clubs, and a host of activities ranging from tai chi and tea dances to carpet bowls and yoga – but these activities have been stood down due to Covid-19 restrictions and the current national lockdown.

Locum GPs and part-time doctors are due to begin seeing patients at the centre from next week with consultation slots for patients referred on by their own GP practice where a face-to-face appointment is deemed essential, scheduled between noon and 6pm, Mondays to Fridays.

The Jennyfield Styan Community Centre is ideal. It's a self-contained, wheelchair friendly building, centrally located, with good parking and there is sufficient area for two consultation spaces which means GPs can alternate between the two – seeing patients in one, while the other is properly deep-cleaned and sanitised ready for the next appointment.

NHS North Yorkshire CCG Clinical Chair, Dr Charles Parker, said: "On behalf of the CCG and Yorkshire Health Network, I want to extend our gratitude to Harrogate Borough Council which once again has stepped forward to help the NHS and local health services in our time of greatest need.

"This additional capacity will be of enormous benefit to practices throughout the Harrogate district and will help ensure doctors' surgeries can continue to meet the demands of a busy winter period."

Councillor Richard Cooper, leader of Harrogate Borough Council, said: "It goes without saying, we are very proud to support the NHS and the response to Covid-19. Jennyfield

Styan Community Centre plays a vital part of the community for so many, and now more than ever. I hope the NHS can make use of the facility and provide much needed GP appointments for those that so desperately need them.”

As part of the processes that have been put in place to reduce the risk of Covid transmission, the length of appointment slots has been expanded to take into consideration the donning and doffing of Personal Protective Equipment (PPE) that GPs will need to wear.

Patients who have been allocated an appointment at the community centre will be asked to wait in their vehicle on arrival, wear a suitable face-covering and keep hands sanitised. They will be escorted in and out of the building before and after their appointment to ensure there is no waiting in communal areas or crossover with other patients. If a patient requires medication, an electronic prescription will be generated and sent directly to the patient’s usual pharmacy.

Scarborough and Ryedale Update

Scarborough and Ryedale Patient and Carer Experience Forum - Humber Teaching NHS Foundation Trust - held 21 October 2020

- Update on the Organisation Brand.
- John Duncan, gave an update on the Equality, Diversity and Inclusion work and update from Cath Hunter on the Quality Improvement agenda.
- A presentation was delivered by Sam Grey to discuss the priorities for Voluntary Services.
- Future topic’s – If there are any topics you would like to see / discuss at a future forum could you please email hnf-tr.patientandcarerexperience@nhs.net