

## A message from Michelle...



**Michelle Phillips, Director of Quality and Patient Experience at Nimbuscare.**

No doubt many of you will have seen the recent media coverage about the immense pressure upon those of us working in Primary Care. It goes without saying that we're all acutely aware of the challenges that healthcare workers continue to face as a result of the Covid-19 pandemic, from dealing with mental health and behavioural issues in children to caring for people with Long Covid or who have received a delayed diagnosis for other medical conditions. When you factor in staffing issues caused by school bubble bursts and the need to self-isolate, it's hardly surprising that many people in primary care are feeling burnt out and undervalued.

I really can't stress this enough; you're all doing a wonderful job through incredibly testing times. By finding new and innovative ways to work together we can continue to make the best use of our precious resources.

### New Health Check service to launch

We're currently in the process of getting our NHS Health Check service up and running. These preventative health checks are designed to spot early signs of various conditions, such as diabetes, kidney disease, heart disease, stroke and dementia. They will be offered to eligible patients from each of our partner GP surgeries, together with appropriate lifestyle advice. We also intend to offer Serious Mental Illness (SMI) Health Checks to existing SMI patients. Health Checks will be carried out at a series of clinics at our Askham Bar site from September onwards, but we'll also be running them at other locations across York during the coming months. Watch this space for further details about what's happening locally, or visit [the NHS website](#) to learn more about the Health Check scheme.





## Covid vaccination service updates

### ***Pop-up clinic success***

At the weekend, we held our first Pop-up Covid Vaccination Clinic on Parliament Street (pictured left) in York city centre and 147 people took the opportunity to #GrabAJab. On the same day, a further 113 people were vaccinated at our latest Pop-up Clinic at Jorvik Gillygate Practice on The Stonebow.



### ***More pop up clinics planned***

There will be another pop-up clinic at **Jorvik Gillygate Practice on The Stonebow this Saturday (4 September)** from 8.30am to 12.30pm.

As students return to York following the summer break, we're staging a series of Pop-up Clinics on college and university campuses across the city:

**Askham Bryan College** - Wednesday 8 September from 11.30am to 5pm. (For college students and staff only.)

**York College** - Tuesday 14 September from 9.30am to 2.30pm. (For college students and staff only.)

**Askham Bryan College** - Wednesday 22 September from 11am to 3pm. (For college students and staff only.)

**University of York** - Tuesday 28 and Thursday 30 September from 10am to 4pm. (This clinic is also open to the public.)

**University of York** - Saturday 2 October, from 10am to 4pm. (This clinic is also open to the public.)



### ***Gathering patient feedback***

We've introduced a new way for patients to share feedback about their experience of visiting the York Vaccination Centre at Askham Bar. We're handing out feedback cards featuring a QR code for patients to scan with their smartphone, which takes them to a new online survey. The survey takes less than five minutes to complete and people can leave as much or as little feedback as they choose. All of the feedback provided by patients via the online survey and the pods stationed at exit points at the Vaccination Centre will be collated using an online dashboard, enabling us to identify any patterns or areas for improvement. We'll be sharing monthly feedback reports with our teams.





3 September 2021

## Careers Fairs

As part of our efforts to encourage people to pursue careers in healthcare, we're looking forward to attending York Careers Fair at Novotel on Fishergate on Thursday 16 September from 10am. If you know of anyone who would like to find out more about the opportunities we have available, please do encourage them to come along and chat with our friendly team.

We're also planning to hold our own Careers Fair at the York Vaccination Centre at Askham Bar on Saturday 9 October from 10am to 2pm. Each of our member GP surgeries is welcome to have a stand.

Please [email](#) Ellie Holmes, our Corporate Affairs Manager, if you would like to reserve a stand on 9 October or would like Nimbuscare to advertise vacancies on your behalf at the event on 16 September.



## Remembrance Garden

Our Remembrance Garden at the York Vaccination Centre was officially opened in late August (pictured left) and we're incredibly grateful to the many businesses, organisations and individuals who donated plants and materials, and gave up their free time to work on the project. Special thanks must go to the team at Tesco Askham Bar for their continued help and support.

## Rainbow Ring

We also send our thanks to Kay Bradley (pictured below left) of Bradley's Jewellers in York, who generously gifted a 9 carat gold, multi-gemstone, 'rainbow' eternity ring to one of our volunteers at the York Vaccination Centre. Kay explained: "The rainbow eternity ring, which I designed with the local vaccination heroes in mind, was to be given away to one of the volunteers who have helped provide York and the surrounding areas with utmost care."

The names of all of our volunteers were entered into a prize draw for the ring and the lucky winner, chosen at random, was Fungi Chan. Congratulations Fungi!



## Counter fraud guidance

We've recently added some national counter fraud guidance for GP surgeries to the [staff area](#) on the website. Please do log in and take a look.



# World Suicide Prevention Day Creating Hope Through Action

September 10

3 September 2021

## Hope through action

Next Friday, September 10, is World Suicide Prevention Day, when organisations come together to raise awareness of how we can create a world where fewer people die by suicide. This year's theme is 'creating hope through action' and, on the day, we're all being asked to share the things that we do to help us to feel hopeful when we're going through a difficult time, such as reaching out and having a coffee with your best friend; taking a walk in the fields and letting the wind blow everything away; or going for a run along the seafront. For more ideas and information about how you can get involved, visit [the website](#).

## Free health and wellbeing support and partner toolkit

A new [free online resource kit](#) to help promote City of York Council's health trainer service is available to download. Skilled trainers are able to offer free, confidential, one-to-one support and guidance to your patients, clients and customers, either face-to-face or remotely, on the following:

- healthy eating advice and weight management
- finding new ways to be more active
- quitting smoking
- reducing your alcohol intake
- helping you find groups and activities to get back out in the community.

The Health Trainer toolkit includes free downloads and resources, including posters, leaflets and lots of other information, which could help your clients and customers.

If you'd like printed copies, or more information, [please email the team today](#). Alternatively, you can telephone 01904 553377 or visit the [website](#).

A qualified and skilled health trainer will then develop personal health plans either virtually, over the phone or face-to-face (when restrictions allow).

The Health Trainer service is looking for case studies from our employees, volunteers and member practices to help endorse and promote the service. The case studies will include a photo or short supportive quote, which they will use across social media and the website to encourage people to self refer. If you're interested in taking part, please email [debbie.manson@york.gov.uk](mailto:debbie.manson@york.gov.uk) or telephone 07917 052 479.

**CYC Health Trainers**

**Feel Good**

Help to reduce your alcohol intake

Healthy eating advice

FREE personal, confidential advice and support

Set goals to be more active

**Get in touch today**  
Call: 01904 553377 Email: [cychealthtrainers@york.gov.uk](mailto:cychealthtrainers@york.gov.uk)

**Fill in the form online**  
[york.gov.uk/CYCHealthTrainers](http://york.gov.uk/CYCHealthTrainers)

The poster features five diverse people standing in front of a green background with various health-related icons like a bottle, a heart, a star, and a person running. The City of York Council logo is in the top right corner.



## Prioritising our wellbeing

Nimbuscare employees recently attended a 'lunch and learn' session on the subject of 'wellbeing', which was delivered by Heather Simpson of NHS England. We hope you found it useful, but also wanted to share the information below with those who were unable to attend on the day and with our colleagues at partner organisations.



**The Staff Wellbeing Hub**

Helping health and care staff in the North East and North Cumbria to stay mentally well during the pandemic.

[www.nhsjoinourjourney.org.uk](http://www.nhsjoinourjourney.org.uk)

**#HubsTheWord**

**Confidential Helpline:**  
**0191 223 2030**

*Thank you all for your hard work.*

*Look out for our next newsletter in two weeks time and, in the meantime, please follow us on social media for more news updates:*



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