

22 June 2022



A message from Maddy...



Earlier this week, our head office relocated from Regus Tower Court at Clifton Moor to our new Community Care Centre at Acomb Garth. I'd like to thank each and every member of our team who has worked so hard to make the move possible.

Although we're still putting the finishing touches to our new premises at Acomb Garth (pictured below and left), from late July onwards we'll be operating a wide range of community-based health care services from there, as we do at our Askham Bar Community Care Centre.

We're also incredibly grateful to the team from York-based AJT Garden Services (pictured below) for making the outdoor space at Acomb Garth look so beautiful. As these photographs show, they've even created an edible and sensory garden in the central courtyard for us, as well as providing colourful planters at the entrance to the building. I'm very much looking forward to hosting our Annual General Meeting at Acomb Garth this evening (Wednesday, 22 June). Thank you to those of you who have replied to our invitation to confirm your attendance.





Making Every Contact Count

Last week the team at our Askham Bar Community Care Centre tested a new initiative called Making Every Contact Count (MECC) with patients coming in for their Covid vaccinations. Part of the Core20PLUS5 approach, a national NHS England and NHS Improvement strategy aimed at reducing health inequalities, the idea is to take advantage of visits by patients to gather information about their general health and direct them to support, if needed. Nurse Sue Cullen (pictured left with patient Annette Wrigglesworth) was on hand to discuss how patients could make positive changes to their health and wellbeing, such as stopping smoking, improving their diet, doing more physical activity, losing weight and reducing their alcohol consumption.

As part of the MECC service, patients had their height, weight, Body Mass Index (BMI), pulse and blood pressure measured, and were directed to useful services that can help them to improve their health and wellbeing. Sue explained: "It has been really beneficial. For instance, today I had someone who needed bereavement counselling, as well as someone whose blood pressure was high. We're there to provide extra support, clear signposting to additional services and any other useful information."

NHS Health Check service

Patients who are invited for their NHS Health Check can book an appointment at our Askham Bar Community Care Centre, as the service continues to go from strength to strength. Tanja Jost of York (pictured below with Health Care Assistant Claire Dalton), who recently attended her Health Check after receiving an invitation from her GP Practice, said: "Where I'm from originally in Luxembourg, health care is very different and we get checked regularly so I wanted to take this opportunity while I can. I know it's really important to have a check-up."

Claire explained: "We work in conjunction with City of York Council and support eligible patients by referring them to the council's Health Trainers. The service has been great for spotting people susceptible to diabetes and just making them aware. The pandemic has made people more mindful of their own health, so this service is about picking up some of those underlying conditions."





Pneumococcal vaccinations

Last Monday, we carried out 70 pneumococcal vaccinations on behalf of our member GP practices. Nurse Alison Byrnes gave this important vaccination to patients over 65 as part of the national programme. Also known as the pneumonia vaccine, the pneumococcal vaccine protects against serious and potentially fatal pneumococcal infections, which are caused by the bacterium *Streptococcus Pneumoniae* and can lead to [pneumonia](#), [blood poisoning \(sepsis\)](#) and [meningitis](#). Alison is pictured (left) with patient Howard Harding of York, who came for his pneumococcal vaccination last week.



Spirometry Service goes from strength to strength

More than 100 local people have now received spirometry test at our Askham Bar Community Care Centre, where we have the facilities to test up to eight patients every day during hour-long appointments in our dedicated Spirometry Suite. Spirometry is a simple test used to help diagnose and monitor certain lung conditions by measuring how much air you can breathe out in one forced breath. During the pandemic, GP practices had to pause spirometry testing due to the potential risk of spreading Covid-19. This means that hundreds of people across the country have had to wait longer for testing to get the results that could confirm a diagnosis of respiratory problems.

Sharon Doyle, a Practice Nurse from Dalton Terrace Surgery, is pictured (left) running the Spirometry Service at Askham Bar Community Care Centre last week.

More new services launched

Waiting Well

Patients in York who are waiting for procedures and surgery can now get further support, thanks to the joint Waiting Well initiative that we're running in partnership with our member GP practices, City of York Council and York Council for Voluntary Services (CVS). The team will be contacting patients on hospital waiting lists by letter or text message to offer them practical help and support. The aim of the service is for people to be as prepared as possible for their hospital appointment or operation by offering them free blood



pressure monitoring, as well as help to stop smoking and lose weight.

Our Medical Director, Dr Daniel Kimberling (pictured left), explained: “The Waiting Well initiative recognises that waiting lists are a real problem for the NHS and our patients. Here in York, we’ve acted and joined together to offer another layer of support for these patients. This is in addition to the increased efforts of the York and Scarborough Teaching Hospitals NHS Foundation Trust to tackle waiting lists and improve outcomes for patients.” Councillor Carol Runciman, City of York Council’s Executive Member for Health and Adult Social Care, said: “This is another great example of joined up working with the health sector, public health and the voluntary sector to improve health outcomes, help to cut waiting times and also reduce the risk of complications during their upcoming surgery. “This is additional support for residents across the city and links into our successful health trainer service, which provides health advice and practical support to residents. I want to thank everyone involved in making this helpful service a reality.”

Community Musculoskeletal (MSK) Service

In another exciting development, we’ll shortly be launching a Community Musculoskeletal (MSK) Service at our Acomb Garth Community Care Centre. Musculoskeletal (MSK) conditions account for around 30 per cent of GP consultations in England and we’re working with York and Scarborough Teaching Hospitals NHS Foundation Trust to address the high demand for this type of service by working with local GPs to launch what has been described as a ‘groundbreaking new service’ for local people.

People with painful muscle and joint conditions are normally seen by their GP, then directed to the most appropriate treatment and care. However, due to the pandemic, these patients are waiting longer than normal, which means that they may be struggling to manage their pain or that their condition could deteriorate further. We’ll be addressing this issue by inviting these patients to the Acomb Garth Community Care Centre to be seen by our clinicians.

Dr Daniel Kimberling explained: “We know that some of these patients feel they are stuck in the system or just in between care, so we’re really pleased to be launching a support service that joins up the care journey for them. Patients with specific joint pain problems will be asked to





come to our clinic, where we will examine and assess them. If necessary, we'll advise on pain relief, exercise or refer them on for extra support. We may also offer specialist injections to relieve any pain, if appropriate.

"This is a great thing for patients and another example of how we are working collaboratively across the city to give our patients the best possible care, as we work hard to recover from the impact of the Covid pandemic here in York."

World Continence Awareness

York and Scarborough Teaching Hospitals NHS Foundation Trust is hosting a series of events to mark Continence Awareness Week, which runs from 20 to 24 June.

These include a bowels webinar, led by Specialist Continence Nurse Philippa Hope, on Wednesday morning; a catheter care webinar, led by Assistant Practitioner Ellie Fisher, on Thursday; and a webinar on continence products and other alternatives, led by Lisa Powell of Hartmann and Ellie Fisher, on Friday. For more information or to book a place on any of the webinars, please email Clare Markwell, Bladder and Bowel Team Administrator, at clare.markwell@york.nhs.uk or telephone 01904 721200 so that a booking link can be sent to you.

Annual Report coming soon

We've recently published our Annual Report and an accompanying Quality Report in hard copy format, but will be making a digital version available very soon. Look out for it on our [website](#) later this week.

Look out for our next newsletter update in two weeks' time.

In the meantime, please follow us on our social media channels by clicking on the links below.

Thank you all for your hard work and support.



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