



**ILKLEY & WHARFEDALE**  
MEDICAL PRACTICE

# Practice Newsletter

**SUMMER 2019**



**@ ilkleyiwmp/**



**@ ilkley\_and\_wharfedale\_mp**



**@ www.iwmp.co.uk**

Our patients are now able to consult with a GP by completing a quick online form that is sent via a secure email to the practice. This will be reviewed by a GP and **you will receive a response within 48 hours**. eConsult can also direct you to self-help, pharmacy advice and local self-referral services.

eConsult is accessible through our website [www.iwmp.co.uk](http://www.iwmp.co.uk). The benefits of using eConsult are:

- Save time, you may not need a trip to the surgery and your query may be resolved with a phone call
- Continuity of care from your own GP practice – with the convenience of online access
- Medical advice 24/7 – check your symptoms and receive on the spot medical advice and treatment guidance thanks to NHS Choices content
- A response by the end of the next working day or sooner
- Access wherever and whenever you want from any device, and complete at a pace that suits you
- Request sick notes, repeat prescriptions and test results without the need for an appointment

**Please visit our website or speak to one of our receptionists for further information.**

### Patient Participation Group

We are always looking for new ways to find out how we can improve our service and how patients perceive our surgery and staff. We usually meet every 8 weeks and with the rapidly changing health agenda taking place, it is important that patients are part of the programme.

Young or old, it's your medical practice, so why not support it and tell us what needs changing or improving.

### Virtual Patient Participation Group

If you would like to join our PPG but are unable to attend meetings you can join our virtual group and we will occasionally contact you by email or post.

Periodically, we ask the members of this group some questions, such as what you think about our opening times or the quality of the care or service that you received. We will contact you via email or post and keep our surveys brief so that it shouldn't take too much of your time.

Please visit our website or speak to reception for further information.



### Staff News

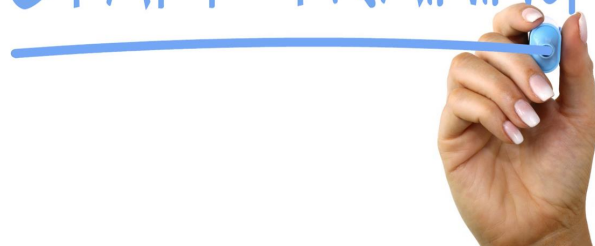
Natalie Nelson has joined our team as our Healthcare Administrator Apprentice. Natalie will be with us for two years and will be working closely with Catherine Chadwick, our Reception Manager.

### Practice Learning Time

The practice closes once a month at 1:00pm until 8:00am the following morning for mandatory training. We are however covered by the out of hours service during this time. If you need a doctor urgently please call the surgery on 01943 604455 and your call will be diverted to out of hours.

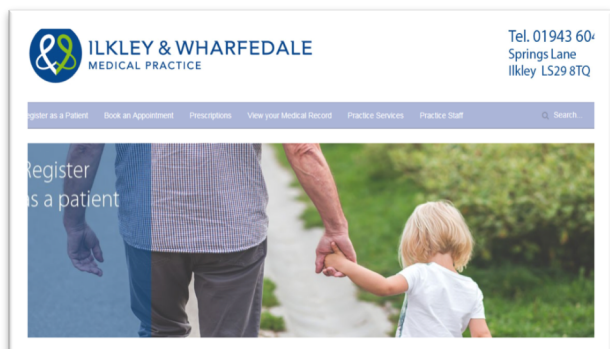
- **12<sup>th</sup> September 2019**
- **9<sup>th</sup> October 2019**
- **12<sup>th</sup> November 2019**
- **December – open as normal**
- **15<sup>th</sup> January 2020**
- **13<sup>th</sup> February 2020**

# STAFF TRAINING



## New Practice Website

We have recently launched our new website which we hope our patients will find informative and easy to use. Please visit [www.iwmp.co.uk](http://www.iwmp.co.uk)



## Facebook and Instagram

For those patients who use social media, why not follow us on our new Facebook and Instagram pages? We will keep you updated on surgery news as and when it happens!

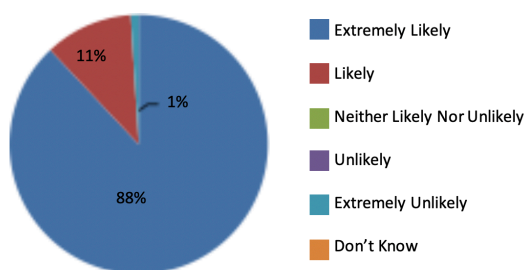


## Friends and Family Test

Patients are at the centre of our practice and we really want to understand your overall impression of the service you receive. When you visit one of our GPs or Practice Nurse, you may be handed a short questionnaire asking the following:

"How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?"

This questionnaire will take less than a minute to fill in, is anonymous and once completed is to be posted in the Friends and Family Test (FFT) post box situated in our reception area. Alternatively please visit our website and follow the link on the home page. The test will help us identify what makes our service great or where we need to make improvements.

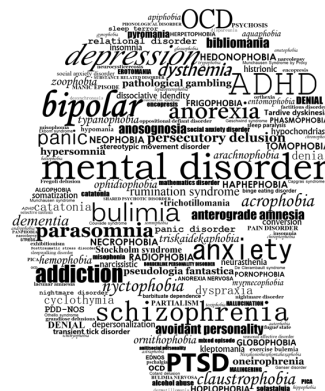


## **"Pain is real but so is hope"**

### **Mental Health**

In many ways, mental health is just like physical health: everybody has it and we need to take care of it. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health problems affect around one in four people in any given year. They range from common problems, such as depression and anxiety, to rarer problems such as schizophrenia and bipolar disorder. Anxiety and depression are the most common problems, with around 1 in 10 people affected at any one time. Anxiety and depression can be severe and long-lasting and have a big impact on people's ability to get on with life. People with severe mental illness, such as bi-polar disorder or schizophrenia have periods when they lose touch with reality. People affected may hear voices, see things no one else sees, hold unusual or irrational beliefs, feel unrealistically powerful, or read particular meanings into everyday events. There is a stigma attached to mental health problems. This means that people feel uncomfortable about them and don't talk about them much. Many people don't even feel comfortable talking about their feelings. But it's healthy to know and say how you're feeling. Although certain symptoms are common in specific mental health problems, no two people behave in exactly the same way when they are unwell. To find out more go to:

<https://www.england.nhs.uk/mental-health/>



**SystemOnline**

SystemOnline enables patients to book appointments, order repeat prescriptions and update their personal information through our website. Please contact Reception for a username and password. You will need to bring ID when collecting your login details.