



Elvington Medical Practice

LISTENING, HELPING, LEARNING

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## Happy New Year and welcome to our first electronic newsletter

As Senior Partner at Elvington Medical Practice, it gives me great pleasure to welcome you to our first electronic newsletter, which we have produced to improve communication with our patients and friends in the villages of Elvington, Wheldrake and Dunnington, and the surrounding areas.

We are keen to provide patients with important information about the practice, and to share information about health and wellbeing in an easily accessible way. This will complement our website, which will continue to be the main way we communicate with our patients, and which is always available at [www.elvingtonmedicalpractice.co.uk](http://www.elvingtonmedicalpractice.co.uk) If other members of your household, friends or family members would like to receive the next edition of the practice newsletter, you can provide the email address via the [sign up form](#).

Over the next couple of months we

## Winter flu jabs

A number of our patients have yet to have their flu jab this winter. If you missed our walk-in immunisation

sessions in the Autumn, there is still time to receive the jab. Eligible patients are invited to contact the surgery to arrange an appointment with the practice nurse. To check if you are entitled to a free flu jab, please take a look at the [NHS website](#)



will be asking what you would like the newsletter to include in future issues. To be a part of this conversation, please reply to this email, or send your comments to our [Patient Representation Group](#).

Please can I assure you that all email addresses provided to us remain confidential and will only ever be used to send the practice newsletter, and will never be passed onto any other individual or organisation. Furthermore, you are free to unsubscribe from the newsletter at any time.

With best wishes for 2016.

Dr David Lightwing



## It's not too late to join Dry January and learn to love your liver!

The liver is the second largest organ in the body (the skin is the largest) and it's also one of the most important ones. The liver's main job is to filter toxins from the blood so if it's not working properly there is a much higher risk of all sorts of health problems developing. As with most health problems, alcohol, smoking and diet pose the biggest threats to



## New Defibrillators in Elvington

We are delighted to report that Elvington now has access to two of its own defibrillators, thanks to the amazing efforts of local resident Colin Skelton. Mr Skelton, who in his spare time is a volunteer Community First Responder for the Yorkshire Ambulance Service, ran both the Great North Run and the York

the liver, and so controlling these is the easiest way to improve your liver health.

January is the national awareness month of the British Liver Trust, 'Love Your Liver'. Their message is simple: take three steps to a healthy liver by being aware of the risks arising from alcohol, obesity and viral hepatitis. You may also have heard of 'Dry January', which encourages people to give up alcohol for a month, which also improves liver health.

If you overindulged during the festive season and overworked your liver, now is the time to have another look at your diet and see how you can take steps to help your liver recover more quickly. Click [here](#) for information about Dry January; and [here](#) to learn how to love your liver. Both these websites aim to teach us about the dangers to the liver and how to avoid them.

## Farewells

On behalf of all the staff and patients of the practice, both past and present we would like to wish Dr Urszula Dudek a very happy and fulfilling retirement, after 27 years at the practice.

We would also like to wish Dr Aaron Brown best wishes for the future as he moves on from Elvington Medical Practice to join

Marathon in 2015 to raise funds to enable the purchase of two public access Automated External Defibrillators for the village. The two 'AEDs' are located on the outside wall of the village hall, and outside the main entrance to Elvington Medical Practice.

If the need arises, members of the public can quickly access either unit to help someone in need. City of York Council has also provided a grant to the Parish Council to enable the purchase of a training AED, which will be used at two forthcoming familiarisation sessions, on Saturday, February 20th and Saturday, February 27th between 12 noon and 4pm at Elvington Village Hall. These are drop in sessions, where Community First Responders will spend around 15 minutes showing residents the kit so they are familiar with what to do should the need arise.

Dr David Lightwing, Senior Partner at Elvington Medical Practice said: 'We appreciate the effort that Colin has put into this initiative which provides local access to resuscitation equipment. I know how much training he put into completing the marathon and he thoroughly deserves the collective thanks and praise of the local community.'

The photo above shows Parish Council Chairman Ian Bailey, Community First Responder Des Sykes, Elvington Medical Practice Senior Partner Dr David Lightwing and fundraiser and Community First Responder Colin Skelton. If you would like to find out more about Colin's endeavours, please visit

## Do you know someone who would like to join our mailing list?

You have received this electronic newsletter as you have previously provided the practice with your email address and agreed that we can use it to contact you. If you know anyone who would like to join the mailing list, and receive the next edition of the newsletter in the spring, please click [here](#) to enter their details.

If you would like to change the address that we use to send you the practice newsletter, please follow the link at the bottom of the screen.

Remember, all the email addresses provided to us are only used to send the practice newsletter, and will not be passed onto any other organisation. You can unsubscribe from the newsletter at any time by clicking the link below.

## Location of the Dunnington Surgery

Patients in Dunnington can now access our medical services at the MyHealth Healthcare Centre, based in Petercroft Lane.

## Introducing you to our appointments system

In 2015 we held over 32,000 appointments at the practice, which works out at over 100 per day - and that doesn't take into account all the phone calls and other consultations the doctors make each day. To make it possible to see this many patients, we have a range of clinicians and appointment types available, as it is not always necessary to see a GP.

Our receptionists are trained to ask patients requesting appointments the nature of the consultation that they require. Please do not be worried or offended by this enquiry: we ask our staff to gather this information in order to direct patients to the best person to meet their needs, so that the most appropriate care can be provided. Anything that you tell any of our staff is always treated in the strictest confidence, and we understand that you may not always want to share this information.

All appointments are expected to last ten minutes, and to address one problem. To help us give all our patients the time they need, and also to avoid long waiting times, please bear this in mind when booking your appointment. It is possible to book 'double' appointments if you need to address more than one problem.

Both GP and nurse appointments are available, with surgeries taking place between 8.30am and 12 noon on a Tuesday and Thursday. Appointments can be booked by phone or in person at the Elvington surgery.



There is a full list of appointments on our [website](#), where you will also find advice on how to get the most from your appointment. If you're not sure who you need to see, please ask a receptionist.

Information about any health questions or concerns can also be accessed day and night via the [NHS symptom checker](#).

## Join our Patient Representation Group

The Elvington Medical Practice Patient Representation Group meets quarterly to discuss patients' views and experiences, in order to both support and act as a 'critical friend' to the practice. The group is part of our ongoing commitment to knowing our patients and being at the heart of the community. We are keen to recruit new members, particularly men, and patients aged between 16 and 34. The time commitment required is minimal, and the group is both friendly and informal.

To find out more, please click [here](#), or contact the Practice Manager, Carolyn Lightwing, on 01904 724848.

## Dr Lightwing to be honoured by Hull York Medical School

As many of you will know, the practice is officially designated as a Hull York Medical School teaching practice, offering medical students and trainee GPs the opportunity to learn from the experience that our doctors have. We greatly appreciate the willingness of many of our patients to volunteer to help with the teaching experience provided in the practice. In recognition of the hard work and commitment that Dr Lightwing has devoted to his work as a tutor at the school, we are delighted to announce that he has been invited to become an Honorary Senior Lecturer.

# Results of the inspection by the Care Quality Commission now available

In October, the practice was subject to a rigorous inspection by the Care Quality Commission. The inspectors were with us for one full day, and considered all aspects of the practice's operations, from cleanliness to waiting times; prescriptions to procedures. The inspection required a huge amount of time and effort from every single member of staff, all of whom worked tirelessly to explain how the practice works and patients needs are met. We are delighted that the CQC rated the practice as GOOD, and that they commented on the enthusiasm and capability of our staff. If you would like to read the CQC report in full, please click [here](#)



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# Staff team at Elvington Medical Practice

## Partners

Dr David Lightwing BMedSci MBChB (Sheffield 1988) MRCP DCCH PGCME (Senior Partner, HYMS Tutor and Honorary Senior Lecturer)

Dr Timothy Longmore MBChB (Sheffield 1988) DGM MRCP (Trainer)

Dr Nicole Kessen Medical State Exam (Bochum, Germany 1995) MRCP MRCP DFFP (HYMS Tutor)

Dr Jamie Ingham MA MBBChir (Cambridge 2001) MRCP (Trainer, HYMS Tutor)

## GPs

Dr Rome Sigsworth MBBS (London 1980) DRCOG MRCP DFRH (HYMS Tutor)

Dr Rachel Chadwick MBBS (Brighton and Sussex 2010) MRCP BA Econ PGDipM CIM (HYMS Tutor)

Dr Peter Kemp

## Registrars

Dr Sarah Bird

Dr Sarah Burke

## Practice Nurses

Karen Hopwood, Teresa Devlin, Jane Burki

## Healthcare Practitioner

Julia Robinson

## Healthcare Assistant

Sarah Jennings-Wood

## Practice Management

Tom Clarke, Business Manager, Carolyn Lightwing, Operations Manager

## Reception

Gill Quinn, Sandra Barrett, Jan Hunter, Julie Reilly, Charlotte Tetlow

## Dispensary

Nicola Ainsworth, Ann Lock, Louise Morris, Andrea Wrightson, Sharon Coupland, Emma Fawcett, Alison Fisher, Shirley Lister

# Services available at Elvington Medical Practice

In addition to the services provided by the staff at the practice, we also work with other carefully selected providers to enable patients to access a wide range of services and treatments in a convenient location. Currently, these additional services include:

- **Community Nurses** Perform a wide range of nursing duties for housebound patients. Telephone: 01904 627635 8:30am – 6:00pm.
- **Physiotherapists** Appointments can be arranged at Elvington Surgery via York Hospital. Referral to the physiotherapist is from your GP.
- **Health Visitors** Offer support to families with children. Our health visitor is Michelle Maxwell. She is based at The Avenues Children Centre, Sixth Avenue, York. YO31 0UT Telephone: 01904 551760
- **Midwife** Jane Challis is the community midwife attached to the practice. She can be contacted via York Hospital. Telephone: 01904 727720
- **Counsellor** Appointments can be arranged at Elvington Medical Practice. Referral to the counsellor is by your GP.
- **Aromatherapist** We welcome Liz Buckles MSc MIFPA, who is offering a private aromatherapy service at the practice every Friday. To make an appointment please telephone 07921 574533 or email [bournearoma1@btinternet.com](mailto:bournearoma1@btinternet.com)

We are keen to explore how we can add to the services we provide at the practice, and so if there are any other practitioners or services you would like to see us offer, please let the Patient Representation Group know.

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## Healthy links

### 1. Repeat prescription service

To order a repeat prescription, [click here](#)

In order to use this service, you will need to have signed up for an online username and password, which is available from the practice.

### 2. Online appointment booking service

To book an appointment online, please [click here](#). In order to use this service, you will need to have signed up for an online username and password, which is available from the practice.

### 3. NHS healthy choices

Information about any health issues can be accessed day and night via the NHS healthy choices website, which can be found at <http://www.nhs.uk/pages/home.aspx>

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If you would like to receive this newsletter in an alternative format, please contact the practice to discuss your needs.



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