

## Springfield Patient Participation Group (PPG)

We are the Patient Participation Group, a group of volunteers who represent the patients of the Springfield Practice. Independent from the surgery, we are here to represent your interests to the practice so they can best meet all our needs. We produce this newsletter for the benefit of all surgery patients.

### Have your say...

What has been your experience of the new telephone system – email your thoughts to

[PPG.Springfield@gmail.com](mailto:PPG.Springfield@gmail.com)

Please read the full statement from the practice, on the changes being made to blood tests.

Canalside Health  
Care Centre, Bingley  
Telephone:  
01274 567991

# Patient NEWSLETTER

## Don't keep me hanging on the telephone...



**We are delighted to announce that the new telephone system is successfully up and running.**

If you have rung in to book an appointment since July, you will no doubt have noticed improvements in the telephone system. Hanging on the telephone is no longer your only option. One big change is the ability to request a ring back. As soon as it is your place in the queue your phone will ring and after a short while your call will be picked up by the next available Springfield team member.

Our survey, earlier this year, told us how difficult the 8 o'clock scramble can be, particularly for those of us with a busy morning schedule. Whereas this can't be completely eradicated, we are hoping patients are having a better experience and our next survey will see an improvement.

### Monthly Call Statistics

The new system gives the surgery stats on their performance so here are some key figures for November as an example of what the hardworking reception team deliver:

**Total monthly calls received** – 5,380

**Average inbound Talk Time** – 1 min 38 secs

**Call backs requested** - 310 and **successful** - 294

**Calls that queued** - 4,240 and answered – 4,061 (95.8%)

**Average queue time answered** – 2 mins 4 secs

## Important Update:

On Aug 1st, the BMA (British Medical Association) announced that its GP section had voted for limited Industrial action. Fortunately, Springfield and some neighbouring practices have chosen an option that is one of the least harmful to patient access.

### Message from Springfield Surgery regarding changes to blood tests:

*You may notice changes to how blood tests requested by hospital consultants, doctors, or nurses are handled. Due to funding and in support of collective action across the healthcare system, local GP surgeries will no longer routinely perform blood tests requested by hospitals. Instead, if a hospital clinician requests a blood test, we are advising patients to have this done directly at the hospital.*

*This change helps ensure that hospitals can utilise the specific funding allocated to them for these services, while GP surgeries can focus their resources on other patient needs. Once completed, your test results will be sent back to the hospital for review by the requesting clinician.*

*We appreciate your understanding as we work to provide the best care possible within current healthcare funding structures.*

Any suggestions as to what you want to hear more about in future editions then please email us at [PPG.Springfield@gmail.com](mailto:PPG.Springfield@gmail.com).

## What is a good vegetarian diet?

For vegetarians who eat dairy products and eggs, a healthy diet is the same as for anyone else, but without meat or fish. Healthy eating as a vegetarian

The Eatwell Guide shows the different types of food we should eat to have a healthy, balanced diet, and in what proportions.

You don't need to achieve this balance with every meal, but try to get the balance right over a day, or even a week. Choose options low in fat, salt and sugar whenever you can. Getting nutrients from a vegetarian diet

It's important to vary what you eat. Some nutrients are found in smaller amounts in vegetarian sources, or are less easily absorbed by the body than those in meat or fish.

If you don't plan your diet properly, you could miss out on essential nutrients. For example, vegetarians need to make sure they get enough iron and vitamin B12 in their diets.

For more information, follow the link or Google: [The Eatwell Guide - NHS](#)

# Top NHS tips - The Eatwell Guide



**Eat at least 5 portions of a variety of fruit and veg each day.**

This is not easy, but you can choose from fresh, frozen, tinned, dried, or juiced. Frozen and tinned have long lives which means less waste. My favourites are frozen – spinach and cauliflower cheese. Canned/bottled – chickpeas and passata.

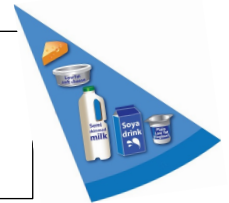
**Carbohydrates (carbs):** These are essential to fuel our lives. Choose higher fibre or wholegrain varieties, such as wholewheat pasta and brown rice, or simply leave the skins on potatoes. Fuel increased activity with carbs and less on inactive days. Frozen baked potatoes reduce waste and are quick and easy to cook.



**Protein:** Beans, peas, lentils, fish, eggs, meat and chicken are good sources of protein, vitamins and minerals. Choose lean cuts of meat and mince, and eat less red and processed meat like bacon, ham and sausages.



Milk, cheese, yoghurt and fromage frais are good sources of protein and some vitamins, and calcium, which helps keep our bones healthy. Go for lower-fat and lower-sugar products where possible. Vegans check out alternatives that substitute dairy products.



Unsaturated fats are healthier fats and include vegetable, rapeseed, olive and sunflower oils.

Eat foods high in fat, salt and sugar less often and small amounts.



Drink plenty of fluids, water, lower-fat milks, fruit juice, smoothies, tea and coffee all count.

Juice and smoothies contain free sugars that can damage teeth, so limit these drinks to 150ml a day.

## Be diabetes aware

Springfield Surgery, strongly encourage patients to see your doctor if you or a family member has any of these symptoms – feeling thirsty, urinating more often than usual, feeling very fatigued, having slow healing cuts or blurred vision. If you are worried about any of these symptoms or if you have a family history of diabetes, then it's important to arrange an appointment at the practice.



# Springfield ranked 7<sup>th</sup> in T&A Best & worst GP surgeries 2024

Read the full article, including the 10 worst surgeries! By following [this link](#) or searching for *Best and worst GP surgeries in Bradford for 2024*

## CPR training coming soon to Springfield:

The PPG is re-establishing training for Springfield patients to learn how to administer lifesaving CPR. If you would like to take part or find out more, please email [PPG.Springfield@gmail.com](mailto:PPG.Springfield@gmail.com)

**It is great to know that , out of 61 surgeries, Springfield Ranks 7th in the latest GP Patient Survey. A result the Springfield team can be proud of.**

The survey revealed the best and worst rated doctors' surgeries in the Bradford district for 2024, as voted for by those who use them.

The annual survey reveals how patients feel about the service at their GP practice, allowing them to have a say on their care, while also giving a GP practice an insight into how it can improve patient experience.

It covers the whole range of service provided by GP practices, from the ease of booking an appointment, the quality of service, experience during appointments, and general health questions.

Patients can give their GP surgery a rating for their overall experience, as either 'very good', 'fairly good', 'neither good nor poor', 'fairly poor', and 'very poor'.

The Telegraph & Argus has pulled together the good responses for each of the district's 61 practices to create

a percentage for those who had an "overall good experience", and the poor reactions to create a percentage for those who had an "overall negative experience".

This has allowed us to rank the best and worst in the city and beyond.

A total of 32,656 forms were distributed to GP users in the district and 6,842 completed forms were received back, which equates to 21 per cent.

### Top 10 GP practices in the Bradford area – percent overall positive experience

1. Drighlington Medical Centre 94.3%
2. The Greenway Medical Practice 93.7%
3. Baildon Medical Practice 93.3%
4. Grange Park Surgery, Burley-in-Wharfedale 93.3%
5. Bingley Medical Practice 91.3%
6. Addingham Surgery 89.4%
7. The Springfield Surgery 89%
8. The City Medical Practice 89%
9. Oak Glen Surgery, Bingley 88.3%
10. Ilkley & Wharfedale Medical Practice 87.6%

## Prescriptions information

### Medication ordering

Medications can be ordered in the following ways:

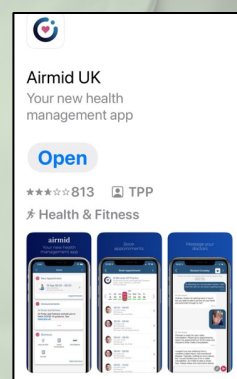
- Via the NHS app
- Via systemonline (SystemOnline Login ([tpp-uk.com](http://tpp-uk.com)))
- Via the Airmid app – see opposite
- By visiting the surgery & completing a request slip
- If aged over 80 via telephone

### Out of stock medication:

Ring round other local pharmacies to see if other pharmacies to see if they have the stock before contacting the surgery.

If the stock is available, the full prescription can be dispensed at the alternative pharmacy once the original pharmacy has returned the script electronically.

If unable to locate stock at any pharmacy, contact the surgery for an alternative item/prescription if available.



# Bulletin Board

## Canalside Café – run by Bingley Medical Patient Participation Group:

This is open Monday to Friday from 11am to 1pm - serving well priced food, snacks, drinks and gorgeous home-made cakes. It's the ideal place to go meet friends or call in just to see a friendly face and enjoy the warm space

This is a community run café and they are always looking for volunteers to assist with its running. If you feel you are able to assist, please contact Jillwadsworth@hotmail.com

## Springfield

Telephone:  
01274 567991

Hours:  
Telephone:  
8.00am - 6.00pm  
Monday to Friday  
Reception:  
8.00am - 6.30pm  
Monday to Friday

Out of hours:  
telephone 111 or, in an emergency, 999

Springfield Surgery  
Website:  
[www.springfieldsurgery.nhs.uk](http://www.springfieldsurgery.nhs.uk)

# Carers corner

## Carers' Resource

Whether you care for a parent, a partner, a relative or a child with additional needs, the Carers' Resource can give you information, advice and support..

### Contact:

For more information, ask for a referral from your GP, nurse, or at reception, and the Carers Resource will contact you.

Alternatively, you can contact the Carers Resource directly yourself.

**Telephone:** 01756 700888

**Web:** [www.carersresource.org](http://www.carersresource.org)

## What is social prescribing?

### For care givers and other people needing help with everyday life

It is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing. In social prescribing, Springfield can refer people alongside other local agencies to a [social prescribing link worker](#). Social prescribing link workers give people time, focusing on 'what matters to me?' to coproduce a simple [personalised care and support plan](#), and support people to take control of their health and wellbeing.

Social prescribing works particularly well for people who:

- have one or more long term conditions
- who need support with low level mental health issues
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

## Signposting...

### General health advice

There is lots of general health advice in the NHS Health A-Z which is a really helpful resource, this can be located at [Health A to Z - NHS \(www.nhs.uk\)](http://www.nhs.uk).

### NHS Pharmacy First scheme

Under this new scheme, you can visit a pharmacist to receive advice and treatment for some simple, minor illnesses, instead of going to see your doctor.

You can visit your pharmacist for a consultation, and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.

Here are the 7 common conditions that can now be treated by local pharmacies: Sinusitis (Age 12+), Sore throat (Age 5+), Earache (Age 1-17), Infected insect bite (Age 1+), Impetigo (Age 1+), Shingles (Age 18+), Uncomplicated urinary tract infections in women (16-64)  
Further information - [NHS England » Pharmacy First](#)

### Bingley Foodbank

A community resource serving local people facing crises in their lives. It has been initiated by the Methodist Airedale Circuit. Vouchers can be obtained through the surgery.