



Vale of York
Clinical Commissioning Group

Stakeholder newsletter

December 2017

Welcome to our information newsletter, rounding up our latest news and events.

To request this document in a different language or in a different format, please contact the CCG on : 01904 555870 or voycg.engagement@nhs.net.

In this edition:

- [Stay well this winter – expert advice on how to treat winter illnesses at home](#)
- [Share your views – current consultations](#)
- [Latest news from NHS Vale of York Clinical Commissioning Group](#)
- [Get in touch!](#)

We wish you all well this festive period and a Happy New Year.

STAY WELL THIS WINTER

Watch our local GPs give their expert advice on how to treat winter illnesses at home

Stay Well This Winter has been launched to encourage people to self-treat minor illnesses and ailments at home, saving them a trip to see their GP in the process.



As part of conversations with our local population over the summer, you suggested that more information and advice on self care could be communicated as part of an educational campaign.

In partnership with local NHS providers, GPs and the voluntary sector a number of short videos have been published. These can be viewed on the NHS Vale of York Clinical Commissioning Group (CCG) [Stay Well This Winter page](#) or on the CCG's [YouTube account](#).

The [videos](#) cover the following topics:

- Medicine cabinet essentials
- Cold and flu
- Coughs
- Sore throats
- Ear infections

- Back pain
- Diarrhoea
- Sinusitis
- Viral infections
- Musculoskeletal pain
- Anxiety and low mood
- Sleep disorders
- Fatigue

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Pharmacy opening hours over the festive period

We are encouraging Vale of York residents to take advantage of services offered by pharmacies or the NHS 111 helpline if they're suffering from non-life threatening illnesses or injuries over the Christmas holidays.



While all GP surgeries in the Vale of York will be closed on Christmas Day, Boxing Day and New Year's Day, some pharmacies will be open on these public holidays. They can offer treatments and free advice on common illnesses and ailments, including colds, flu, minor rashes and pain relief.

Pharmacists are highly trained health professionals who can provide many of the same services that GPs do, but on a walk-in basis, meaning you don't need to book an appointment to see them.

They can also answer questions you might have about any medication you're taking and, if they can't help, they'll let you know whether or not you need to see a doctor or where else you could get the best treatment.

[Download the pharmacy opening hours](#)

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Have your say...

Share your views!

Ask Listen Do Survey

NHS England and the Local Government Association are working together to understand the barriers faced by children, young people, adults with a learning disability, autism or both, along with their families, in raising concerns and complaints.



To take practical steps to improve people's experiences and expectations of complex systems in health, social care and education the team has developed the 'Ask Listen Do' project and a survey. To take part go to the [Ask Listen Do survey \(two versions-online and easy read\)](#).



Consultation on wellbeing and prevention support

North Yorkshire County Council's (NYCC) Health and Adult Services has developed proposals for how it can make best use of available investment for wellbeing and prevention support to help adults in North Yorkshire stay well and independent in their local communities.

From **Tuesday 28 November 2017 to Monday 15 January 2018** they are consulting on these proposals, and would like to invite you to share your views with them. You can get involved with the consultation:

- By reading the consultation document at <http://www.nypartnerships.org.uk/wellbeingpreventionreview>
- Completing the online survey at www.northyorks.gov.uk

Two consultation events will take place on the **8 and 9 January 2018**. Details and how you can register are at:

<http://www.nypartnerships.org.uk/wellbeingpreventionreview>

Feedback on the proposals can also be submitted by email to: commissioning@northyorks.gov.uk.

Latest news in brief

- [Vale of York out-of-hours GP services rated 'good' by CQC](#)
- [Free patient internet to be installed at every Vale of York GP surgery](#)
- [A whistle-stop tour of how the NHS works in 2017 and how it is changing](#)
- [Busting the most common myths about flu and the flu vaccine](#)

Vale of York out-of-hours GP services rated 'good' by CQC

Out-of-hours GP services in York and Selby have been rated 'good' by the Care Quality Commission (CQC).

In August the CQC inspected the urgent care centre and out-of-hours GP service at York Hospital, as well as the out-of-hours GP service at Selby War Memorial Hospital.

Out-of-hours GP services operate when GP surgeries are closed between 6.30pm and 8am, including on weekends and bank holidays.

In the Vale of York, these services are provided by Yorkshire Doctors Urgent Care (YDUC), part of urgent care specialist provider Vocare, on behalf of the NHS Vale of York Clinical Commissioning Group (CCG).

[Read more about the York out-of-hours GP services rated 'good' by CQC](#)

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Free patient internet to be installed at every Vale of York GP surgery

Patients in the Vale of York area will be able to access free-to-use internet when they visit their GP from the start of next year, after the NHS Vale of York Clinical Commissioning Group (CCG) secured public access Wi-Fi services on the behalf of all surgeries.

From 1 January 2018, free internet will be available at all 62 GP surgeries in the Vale of York CCG area, which means patients can book follow-up appointments, order repeat prescriptions or simply browse the internet using their smartphone or tablet while they wait to be seen by their GP or practice nurse.

[Read more about patient internet to be installed at every Vale of York GP surgery](#)

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A whistle-stop tour of how the NHS works in 2017 and how it is changing.

This animation, produced by Creative Connection, is a whistle-stop tour of how the NHS works in 2017 and how it is changing. [Watch the animation on how the NHS works.](#)

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Busting the most common myths about flu and the flu vaccine

The most effective way to protect yourself from flu every year is to have the flu jab but, be that as it may, many people remain reluctant to roll up their sleeves.

Many decline the vaccination because they believe it will give them flu, or believe some of the other myths about flu which do the rounds year after year.

With that in mind, NHS Vale of York Clinical Commissioning Group (CCG) has put together [this article to separate flu fact from flu fiction to help you stay well this winter.](#)

Did you know that you are eligible for a free flu vaccine if you are one of the following:

- Pregnant
- Aged 65 and over
- A child aged between 2-8
- Have certain long-term health conditions
- A carer

Contact your GP practice, local community pharmacy or midwife to arrange a flu vaccination.

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Get in touch

Why not join the conversation and have your say?

NEW SERVICE: You can now share your views by SMS text by texting HEALTH and your message to 60066.

Or alternatively contact us by:

- email: valeofyork.contactus@nhs.net
- phone: 01904 555 870
- by post: NHS Vale of York CCG, West Offices, Station Rise, York, Y01 6GA
- online: www.valeofyorkccg.nhs.uk

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