



### Newsletter Contents

#### Practice News

- Retirement & Returning staff
- Green Practice Initiative
- Prescription Changes
- Sun Safety
- Wheldrake taxi update
- Awareness Days
- Practice News

#### PPG News

- Let's Talk About...
- A huge thank you!
- Blister pack information
- Supporting self management
- Allergies vs Intolerances

### New Starters & Leavers

#### Retirement

After 25 wonderful years with the practice, our secretary Kim is retiring. Kim has been a truly cherished member of the team and will be greatly missed by both colleagues and patients alike. We thank her for her many years of dedication, hard work and kindness, and wish her a very happy and well-deserved retirement.



**A few words from Kim:** After 25 years at EMP, it's time to close a chapter in my life.

Starting as a receptionist/dispenser back at the old surgery on Church Lane I could never have imagined just how much the practice and my role within it would change over the years, from the days where Dr McHenry was senior partner through to the modern practice we know today, it has been an incredible journey to be a part of.

I have been fortunate to work with so many wonderful colleagues & GPs. I have had the privilege of meeting & helping so many patients over the years, these conversations are memories I will cherish.

As a secretary at EMP I have seen enormous changes in the way we work, I remember typing letters with a footplate & headphones, listening to GPs dictations, now that was a skill! Today, technology has transformed with a rare need for those skills.

Through every change one thing remained constant, the kindness & dedication within the practice. Looking back, I feel grateful for the happy times, the friendships, the laughter and support shared along the way.

Thank you to everyone who has been a part of my journey over the past 25 years. I will leave with many happy memories & a great pride in having been part of such a special team.

#### Welcome back!

The warmest welcome back to the wonderful **Eliza Shannon**, one of our amazing Practice Nurses.

"I'm excited to share that I've returned to the practice, it feels great to be back among familiar faces. I'm looking forward to contributing to the teams' goals and supporting patients as we move forward together.

Thank you for the warm welcome"



**JUNE IS  
ALZHEIMER'S &  
BRAIN AWARENESS  
MONTH**

## Greener Practice Initiative

### What Patients Can Do This Summer To Support A Greener GP Practice

As summer approaches, there are a few simple steps patients can take to help support a greener NHS. Many of these also benefit your own health and wellbeing.

#### Use online services

- Order repeat prescriptions online, rather than on paper
- Use online forms or eConsult
- Check text messages or emails from the practice rather than requesting printed letters

This helps reduce paper use and saves unnecessary journeys.

#### Travel greener

- Walk or cycle, if you can
- Use public transport where possible
- Combine appointments with other local trips

Improving air quality benefits everyone, especially people with asthma, COPD and heart conditions.

#### Only order the medicines you need

- Avoid ordering items you no longer take
- Let us know if your symptoms have improved or changed
- Attend medication reviews if invited

Unused medicines create waste and cannot be reused, so reducing over-ordering really helps.

#### Return unused medicines safely

If you have medicines you no longer need:

- Take them back to a pharmacy for safe disposal
- Do not flush medicines or throw them in household waste

This protects the environment and keeps water supplies safe.

#### Cancel appointments when you can't attend

Warmer months often mean holidays or changes in routine. If you cannot attend:

- Please cancel as early as possible

This avoids wasted appointments and reduces unnecessary use of staff time and resources. Over the last 3 months, **126** appointments were missed.

#### Use sunscreen and stay hydrated

Staying well helps avoid preventable appointments:

- Protect your skin from sunburn
- Drink plenty of water
- Manage hay fever and seasonal conditions early

Looking after yourself reduces pressure on healthcare services.

**Supporting greener healthcare doesn't require big changes. Smaller everyday actions can: Reduce waste, cut carbon emissions and help ensure NHS resources are available for those who need them most. By working together this summer, we can protect your health while also caring for the environment and future generations.**

**Thank you for helping to support a greener GP practice.**

## Prescription Changes - Changes to Repeat Prescription Issuing Length

### Change to Repeat Prescription Issue Length - (Including Hormone Replacement Therapy – HRT)

We are updating our prescribing policy for **all repeat prescriptions**, including **Hormone Replacement Therapy (HRT)**. This will be starting from the beginning of **May 2026**.

**All repeat medication will be moved to 28-day prescriptions.**

#### Important exclusions

- **Oral contraceptives (including the combined pill and progesterone-only pill) are excluded from this change** and will continue to be issued in line with current national guidance.

#### Why are we making this change?

- 28-day prescribing policy is recognised by the NHS to offer the best balance between patient convenience, safe medical prescribing and the avoidance of medication wastage. It helps your GP surgery to monitor which medications you are taking and to avoid inappropriate prescriptions.
- For some patients, we may also limit supplies to less than 28-days. This is however specific to the individual and will be discussed and documented accordingly.

#### What does this mean for HRT prescriptions?

HRT prescriptions will now be issued on a **28-day cycle**, in line with other repeat medications.

#### Will this cost more if you pay for prescriptions?

A Prepayment certificate could save you money if you pay for your NHS prescriptions.

The certificate covers all your NHS prescriptions for a set price. You will save money if you need more than 3 items in 3 months, or 11 items in 12 months.

Apply here: [Buy an NHS Prescription Prepayment Certificate \(PPC\) - NHSBSA](#)

#### For HRT prescriptions:

The Government has introduced an **HRT Prescription Prepayment Certificate (HRT PPC)**.

Apply here: [Get a prescription prepayment certificate: If you've been prescribed hormone replacement therapy \(HRT\) - GOV.UK](#)

This means you only pay **two prescription charges per year** for your HRT medication — **£19.80 for 12 months' supply**, regardless of how many eligible HRT items you need.

#### What about convenience?

We understand that collecting medication every 28 days may be less convenient, particularly for patients who take only one regular medicine. However, this change ensures **fairness, safety, and consistency** across prescribing and helps reduce unnecessary waste.

You can order your prescription one week (5 working days) before you require your medication.

#### When will this happen?

- Changes begin: **May 2026**
- All relevant repeat prescriptions moved to 28-day cycles by: **September 2026**

Thank you for your understanding and cooperation.

**The Elvington Medical Practice Partners**

## Sun Safety!

### Sun Safety: Protecting Your Skin

Enjoying the sunshine is wonderful, and a great way to get your vital Vitamin D - but it's essential to protect your skin:

- **Sunscreen:** Use a broad-spectrum sunscreen with an SPF of 30 or higher. You will need to re-apply this every two hours or so.
- **Protective clothing:** Wear hats and long sleeves when possible.
- **Seek shade:** Avoid prolonged sun exposure during peak hours (11 am to 3 pm).
- **Skin cancer awareness:** Remember, even one episode of sunburn significantly increases your risk of skin cancer. Regularly check your skin for any changes and consult a doctor if you have any concerns.

You can read more about sun protection on the [British Association of Dermatologists' website](#).

EU  **GHIC INFO** GHIC: [Applying for healthcare cover abroad \(GHIC and EHIC\) - NHS](#)

Planning a trip to Europe? Make sure you have a valid UK Global Health Insurance Card (GHIC) before you travel. The GHIC allows you to access state-provided healthcare in EU countries, often at a reduced cost or sometimes for free. It's not a replacement for travel insurance, so we still recommend having both in place. Applying is quick and free via the official NHS website, so don't leave it until the last minute.

It can also be used in a small number of other places that have healthcare agreements with the UK (for example, Switzerland).

## Dates to Remember

**PLT Afternoon 23.06.2026**

**PLT Afternoon 07.07.2026**

Elvington Medical Practice will be closed for protected learning from **12.00-18.30pm on the dates shown above** - In a medical **emergency** between 12.00-18.30pm please phone 01904943777, after 18.30pm please call 111 or 999.



The poster features a woman wearing a headset, representing a healthcare professional. The NHS logo is in the top right corner. The main text reads: 'MY LOCAL PRACTICE has ZERO tolerance of'. Below this, four items are listed with a red 'X' in a circle to the left of each item, indicating prohibited behavior: 'offensive language or swearing', 'verbal abuse of any kind', 'racist comments or stereotypes', and 'threats of or actual physical harm'. At the bottom, it states: 'Poor behaviour could result in removal from the practice list.' and 'PLEASE KEEP BEING PATIENT & KIND #MYLOCALPRACTICE'. A blue box on the left side of the poster says 'Healthcare services are here to help'.

## No More Taxi service for Wheldrake

Patients who previously attended the Wheldrake site are advised that the taxi transport service will no longer be available. Following the closure of the Wheldrake practice during Covid, temporary funding was provided to support patients travelling to the Elvington site, and we were grateful this support was extended beyond the initial period. Unfortunately, this funding has now ended, and patients will now be responsible for arranging their own transport to the practice.

We apologise for any inconvenience this may cause and thank patients for their understanding.

## What should you do if you require medical attention outside of normal practice hours?

- ❖ **NHS 111: If urgent but not life threatening**
- ❖ **NHS 999: If urgent and life threatening**
- ❖ **A&E: Only if serious and or life-threatening emergencies**
- ❖ **Urgent Care Centre or Minor Injuries: Injuries needing urgent attention**

## Contact the Practice

**Elvington Medical Practice**

**York Road, Elvington**

**York**

**YO41 4DY**

**Phone: 01904 608224**

**Email: hnyicb-voy.empsecretary@nhs.net**

Monday	8 am–6:30 pm
Tuesday	8 am–6:30 pm
Wednesday	8 am–6:30 pm
Thursday	8 am–8 pm
Friday	8 am–6:30 pm
Saturday	8 am–10:00 am
Sunday	<b>CLOSED</b>

## Awareness dates June-August

### June

- **14 June: World Blood Donor Day:** Recognises the life-saving impact of voluntary blood donation. Find out how to register at [NHS Give Blood](#).
- **15–21 June: Men's Health Week:** Encourages men to access preventative health screenings. Check out campaign tools via the [NHS Employers Campaign Calendar](#).
- **15–21 June: Cervical Screening Awareness Week:** Focuses on the life-saving importance of smear tests. Access resources on the [Health Shield Wellbeing Blog](#).
- **Pride Month:** Celebrates the LGBTQ+ community across the UK. Find support and event listings through the [Leeds MindWell Pride Guide](#).
- **Alzheimer's & Brain Awareness Month (1–30 June):** The Forget Me Not Appeal, Led by the Alzheimer's Society, this is the UK's flagship June campaign. It uses the blue forget-me-not flower pin to raise crucial funds for life-changing dementia support services and groundbreaking NHS-partnered research. You can access educational support resources or register for a badge directly via the official [Alzheimer's Society Forget Me Not Appeal Portal](#).

### July

- **24 July: International Self-Care Day:** Emphasises daily micro-habits for mental and physical wellness. Read practical tips on the Health Shield Wellbeing Blog.
- **6–12 July: Alcohol Awareness Week:** Campaigns for change and a healthier relationship with drinking. Track toolkits on the NHS Employers Campaign Calendar.
- **Sarcoma Awareness Month:** Drives awareness for this specific type of bone and soft tissue cancer. Resources are compiled on the [Health at Work Wellbeing Calendar](#).

### August

- **1–7 August: World Breastfeeding Awareness Week:** A campaign to protect, promote, and support breastfeeding. Access the employer's guide on the Health at Work Wellbeing Calendar.
- **30 August: National Grief Awareness Day:** Spotlights bereavement care services and free mental health intervention models. Review care timelines on the [Conteur Health and Social Care Calendar](#).

## Practice news

Toward the end of September we will be changing our clinical system from EMIS to System One. This will likely cause some disruption to normal services, but we will endeavour to keep this to a minimum. We will update you further regarding the ordering of prescriptions and availability of appointments nearer to the date.

Let's talk about .....

**The Patient Services Team**

Staff in Elvington Medical Practice are specially trained to know about the services available to you at the practice and in the area. They will listen and talk to you in confidence about your health problem, it is important that they understand your needs so they can pass this information onto the triaging GP who will then determine the right appointment with the right healthcare professional.

The Patient Services Team are the first point of contact for you, the patient. They greet visitors, manage busy phone lines, schedule appointments, and process repeat prescriptions.

They can help by:

- Gaining the correct information from you regarding your health care needs so that you receive an appointment with the right healthcare professional as quickly as possible.
- Identifying services you can access with a GP referral.  
Making appointments for new kinds of care or services you may not be aware of

**Care Coordinators**

The backbone of the practice. A team who handles all the non-clinical paperwork, track workflows, manage shared email inboxes, maintain detailed patient records, and assist the Operations Manager. They are responsible for locating, retrieving, and tracking confidential patient case notes and participating in medical record audits and referrals. They must have strong IT and keyboard proficiency, excellent communication, and strong numeracy and literacy. The team uses multiple clinical systems such as EMIS Web and System One and many referral systems. They have empathy, a friendly and professional manner, and the ability to handle confidential information securely.

They have empathy, a friendly and professional manner, and the ability to handle confidential information securely.

**A Huge Thank you!**

A great big thank you to all the ladies that donated their unloved and unwanted Bras. We have just sent 300 bras to Breast Cancer Care fantastic response! These bras will now be recycled to raise money for this very worthy cause.

Please keep clearing out your Bra drawers and bring them along!!



**Blister Packs**

Boots are one shop that has started to collect blister packs in their stores. Their 'Blister Pack Scheme' takes care of all your empty medicine and vitamin blister packs for recycling. If your blister packs aren't quite empty but you're ready to recycle them, you can speak to Boots in-store pharmacy team about the safe disposal of medicines and vitamins.

All materials received are re-manufactured, creating durable and reusable plastic boards—useful in a wide variety of applications, from furniture and accessories to full shopfitting projects and exhibition displays.

Each part of their recycling process is tracked and traced from collection to re-manufacture. Boots recycling partner, MY Group, processes all collected items.

## Supporting Self-Management, People with long term health conditions

### What are long term conditions (LTC)?

They are prolonged illnesses requiring ongoing medical attention and which limit daily activities. Examples: Asthma, Diabetes, COPD, Angina, Stroke, MS, Parkinson's, ME. etc

(MND, Cancers and Mental Health need to be studied separately)

The initial diagnosis by a consultant after a GP referral will have to put in place a care plan involving doctors, nurses, physiotherapists, occupational therapists etc.. It may also direct you, the patient, to available community services relevant to your needs.

Significant lifestyle changes have to be made, these may cause anxiety, but there is a great deal of support available.

Where to find it? If you have access to the internet there's a wealth of useful information - check out: Living Well York; Diabetes UK; Parkinson's UK; MS Society etc.

### The main aim.....?

Is to avoid hospitalisation - learn the skills, practise the strategies, accept help to manage long term conditions and you will feel more in control. They all provide useful tips on managing any LTC as well as dates of meetings with fellow sufferers. These can be good fun as well as giving talks on dietary changes, exercise, and medication management.

Always good to chat!

**Written by Eileen, PPG Member**

## Do I have an allergy, or do I simply have an intolerance? Is there a difference?

We tend to use the words interchangeably but in fact they describe very different reactions to the body. Understanding the difference is important for both safety and proper management.

### ALLERGY

An Allergy involves the immune system. When someone with an allergy is exposed to a specific substance, for example peanuts or shellfish, the immune system identifies it as harmful and reacts to cause symptoms. These might be mild (e.g. itching or sneezing) but could be severe and potentially life threatening (e.g. swelling of the throat, difficulties breathing). Allergies are potentially dangerous and need to be avoided. 40% of children in the UK are diagnosed with an allergy and around 10 deaths due to food allergy occur in the UK each year. For more information on allergies, the following websites offer very clear information and guidance.

[anaphylaxis.org.uk](http://anaphylaxis.org.uk)

[food.gov.uk](http://food.gov.uk) (the website of the Food Standards Agency)

### INTOLERANCE

This does not involve the immune system but likely relates to the inability of the digestive system to properly process a substance, for example lactose, gluten, caffeine or alcohol. Those intolerant of these substances might suffer from bloating, diarrhoea, stomach cramps, rapid heartbeat, anxiety, headaches or nausea. These are unpleasant but not, generally, life threatening. For more information on food intolerance the following website offers clear and helpful advice.

[bda.uk.com](http://bda.uk.com) (the website of the Association of UK dieticians.)

**Written by Neil, PPG Member**