

October 25

BANKFIELD SURGERY NEWSLETTER



Welcome to our patient newsletter — your go-to spot for easy health tips, updates from our team, and some stories to brighten your day. We want to keep you in the loop and help you feel your best, whether you're stopping by for a quick visit or managing something long-term.

Thanks for being part of our community.

JOIN OUR PATIENT PARTICIPATION GROUP Coffee & catch up

Thursday 13th November 2025

10:30am

At Bankfield Surgery

AIMS OF THE PPG

- To offer opinions in a constructive manner and to put forward ideas on behalf of other patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in development of new services.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.

New and existing members welcome. Please visit our [website](#) for full details of the PPG and register with the receptionist.



WE ARE PROUD TO BE AN ACTIVE PRACTICE

At Bankfield Surgery, we're passionate about helping our patients live healthier, more active lives. That's why we're proud to be recognised as an Active Practice — part of a national initiative that supports GP surgeries in promoting physical activity and reducing sedentary behaviour. Regular movement can make a real difference to your health and wellbeing. Even simple activities such as walking, gardening, or stretching at home can boost your mood, improve sleep, and reduce the risk of many long-term conditions.

BEING AN ACTIVE PRACTICE MEANS WE'RE COMMITTED TO:



ENCOURAGING
SMALL, ACHIEVABLE
STEPS TOWARD
BEING MORE ACTIVE
EVERY DAY



SUPPORTING
PATIENTS TO FIND
ENJOYABLE WAYS TO
MOVE MORE,
WHATEVER THEIR
AGE OR ABILITY



LEADING BY EXAMPLE
— OUR TEAM ALSO
TAKES PART IN LOCAL
WELLBEING AND
FITNESS INITIATIVES

GARY'S STORY

Gary, a patient at Bankfield Surgery, was diagnosed with a neck tumour in 2016. After surgery, he was left unable to swallow or speak and now receives all his nutrition through a feeding tube.

Determined not to let this define him, Gary joined a pilot fitness scheme for Head & Neck patients, which helped him regain confidence and rebuild his life. He began running, taking on charity challenges, and inspiring others along the way. Running isn't simple for Gary — every outing requires careful preparation, including carrying his feeds, fluids, and equipment, along with support from a training partner.

His latest achievement was the Equinox 24, an endurance race to complete as many 10km laps as possible in 24 hours. Despite facing nausea and exhaustion, Gary completed an amazing 9 laps (90km) before the time cap.

Gary's message to others is powerful:

“SETBACKS DON'T DEFINE YOU; YOU CAN ALWAYS FIND WAYS TO KEEP MOVING. STAY POSITIVE AND BELIEVE IN YOURSELF.”

You can follow Gary's journey on Instagram: @tube_fed_challenger

PATIENT SURVEY RESULTS

We conducted a survey of patients in the waiting room at Bankfield surgery, focussing on access to the practice

WHAT YOU SAID

OVER 42% OF PATIENTS SURVEYED FOUND IT DIFFICULT TO ACCESS THE PRACTICE VIA THE PHONE.

WHAT WE'VE DONE



We have since recruited more reception staff and started to use the telephony data to monitor and predict peaks in phone traffic to staff the phones accordingly



Ongoing patient education. There is no need for the 8am rush, all requests are triaged regardless of what time of the day it is, we do not offer on a first come first served basis

WHAT YOU SAID

OVER 50% OF PATIENTS SURVEYED HADN'T EVEN TRIED TO CONTACT US VIA THE WEBSITE.

WHAT WE'VE DONE



Ongoing patient education. On a positive note, the majority of those who had used the website found it easy to use.

WHAT YOU SAID

OVER 70% OF PATIENTS SURVEYED HAD NOT TRIED THE NHS APP.

WHAT WE'VE DONE



Did you know we have an NHS App Ambassador for the practice – come & have a chat!

WHAT YOU SAID

69% OF PATIENTS SURVEYED FELT THE TIMESCALES FOR THEIR APPOINTMENT WERE ABOUT RIGHT.

This is an excellent result and confirms that our triage system is working effectively.

LOCAL TO ELLAND - HELPING YOU GET ACTIVE

JOIN US FOR A SOCIAL STROLL!



Walking in a group is a great way to stay motivated and make new friends. Please come along to our social stroll. Every Wednesday (weather permitting), we meet at Bankfield at 1:50pm ready to set off at 2pm.

Every Wednesday
Meet at Bankfield at
1:50pm, set off at
2:00pm.
All abilities welcome

COUCH TO 5K



[Couch to 5K](#) is a simple, free running plan for absolute beginners. It's perfect if you want to get moving but don't know where to start. Couch to 5K is for everyone, no matter your fitness level. Whether you've never run before or just want to get more active, this plan is for you.

It's a gentle way to improve your fitness, and there's no pressure to keep up with anyone else. The key is taking it at your own pace and enjoying the journey!

GENTLE EXERCISE AT ELLAND COMMUNITY HUB



Gentle, full-body movement suitable for all fitness levels. Combining Keep Fit, Strength, Pilates, and Yoga, all to great, feel-good music.

Elland Community
Hub, HX5 9DL
Every Wednesday
from 9:30am

LINE DANCING

The Wainwright Hall,
Elland, HX5 0PX
Wednesdays 10.15am to
11.15am

PILATES FOR BALANCE

St.Thomas's Church, HX4 8JE
Wednesdays 10:30 to 11:30am
Contact: 07930 803229

NATURE & NATTER

Cromwell Bottom Nature
Reserve
1st Thursday of the month
2pm to 3:30pm
Contact: 01422 392767

TABLE TENNIS

Southgate Methodist Church,
HX5 0JL
Tuesdays 2pm to 4pm
Contact: 07726 460924

BREWS & GROOVES

Southgate Methodist Church,
HX5 0JL
Tuesdays 10am to 11:30
Contact: 07599 619785

TAI CHI

St Thomas's Church Hall HX4
8JE
Fridays 2:30 to 3:30pm
Contact: 07939 997766

KEEP ACTIVE FITNESS

Elland Community Hub, HX5
9DL
Thursdays 9:30
Contact: 07817 861290
NO FLOOR WORK

COMMUNITY WALKS

TUESDAYS

Every Week at 6pm!
Meet outside Elland Community Hub.
No booking needed

THURSDAYS

1st Thursday of the month at 10am
Meet at Project Colt
Booking via:
curiousmotion.org.uk/classes/welland-walks/

WEEKENDS

Walkers & Ramblers
Longer walks across Calderdale
Calendar: sowerbywalkers.com/upcoming-walks/

