

Practice Newsletter

August 2020



We ask that you wear a face covering when attending the practice for an appointment. You will be asked to put this on before entering the practice and not removed until you exit the building unless instructed to by a member of staff. The reception team will ask you to use antibacterial gel before sitting in the waiting area. **Please ensure to knock on the door when you arrive for your appointment.**

Want to have a say on how you think your NHS Health Data should be shared?

Researchers from the CLIMB Project team (Clinical Informatics for Mind and Brain Health) based at the University of Cambridge would like to know your views on health data sharing. You can find more information on the CLIMB Project team and their aims at www.climbproject.org.uk

Health data is information collected in the course of health care provided by the NHS (or HSC in Northern Ireland). It is used to provide care, and sometimes also for research to improve care for others. However, there are ways of controlling how health data is used.

The team are looking for men and women aged 16 or over (or under 16 with parental permission), who currently live in the UK, to visit our website and take part in an anonymous online survey about health data sharing. The team have found that the survey takes on average between 15 and 20 minutes to complete but you can take a break in the middle if you prefer, and all questions have a prefer not to say option. There is the optional opportunity to leave an email address at the end should you wish, to receive the results of the survey when it has finished. The survey will close at the end of September 2020.

Further details, including an online version of the information leaflet is available on the front page of the teams website www.climbproject.org.uk where one 'click' will take you to the actual survey. We are hoping to gather over 20,000 responses from across the UK.

It is important for our research that you tell us where you heard about the survey, but only if you are happy to do so. When asked '*we would like to know where you heard about this survey..*' please tick the '*GP (via a POSTER, LEAFLET, from a STAFF MEMBER, TEXT, GP SOCIAL MEDIA, EMAIL, NEWSLETTER etc.)*' box and when prompted click Teams Medical Practice

or Linda Jones (laj28@cam.ac.uk) who is co-ordinating the survey, and would be pleased to help]

Thank you very much for taking the time to read this invite.

Practice Closures - Please note the practice is closed between 1pm-2pm every Monday and closed all afternoon from 12.30pm on the following dates for staff training: - 24th September 2020 and 13th October 2020

Phone calls from the practice may show up on your phone that it is from another area, a withheld number or even a different number. If you have been given a time for a telephone appointment please ensure you answer the call even if it looks like it is not the practice calling. As with any appointments there can be a delay in us calling you at your allocated time, we do always try to run to time but sometimes this cannot be helped. We ask that you do not contact us unless it is significantly over your given time.

Whether you have been given a telephone appointment or face to face appointment please ensure you cancel it in advance if you no longer need it and this can then be offered to other patients.

We have been receiving increased calls asking for exemption letters for wearing face coverings. The practice are not providing any letters to patients for this and advise you to look at the government website for the most up to date information and advice.

The walking group has now restarted (social distancing of course). This is open to all ages and abilities. The walking group meets every Thursday at 10am outside of the practice.

Have you been feeling unwell but putting off getting help for it due to covid? If you have a healthcare problem during covid please remember we are still here for you, we are just having to work a little differently than we used to. Instead of booking face to face appointments you can book telephone appointments. These can be booked in advance and we also release emergency phone appointment slots each morning at 7.30am Monday and Tuesday, 8am on Wednesday - Friday. We also ask you to try and keep with the same GP for the same problems, where possible.

You can also visit our website and fill in an e-consultation online. The e-consultation also has lots of good self help ideas for general problems.

Summer of wellbeing – a programme of free online activities by Gateshead Carers

Join us on Wednesday at 2pm for a friendly and supportive online Zoom session on managing stress, as part of our [Caring and Living Matters \(CALM\) wellbeing programme](#).

These weekly sessions are led by a member of our experienced team of Carer Wellbeing Facilitators and all carers are very welcome to join us.

All our online sessions take place via Zoom. If you've never used Zoom before why not check out our [basic how-to guide](#).

We look forward to your company on Wednesday. In the meantime take care of each other.

Visit the website www.gatesheadcarers.com for more information.