

Practice Newsletter

July 2020



Zero Tolerance – Abusive or Aggressive Behaviour

Our staff come to work to care for others, and it is important for all members of our staff to be treated with courtesy and respect. Aggressive or violent behaviour towards our staff will not be tolerated under any circumstances. Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list.

Attending the practice for appointments.

We are asking, where possible, for you to attend your appointment at the practice at your actual appointment time. We have limited space in the waiting area and due to social distancing measures that we have had to put in place, we can only have a maximum of 8 people in the waiting area at one time.

Please wait until your appointment time before knocking on the front doors of the practice.

Please attend with a face covering, this can be any covering eg a scarf where possible.

Attend on your own if you can. We know this is not always possible.

Keep a 2 metre distance between yourself and others when entering the practice, in the waiting area and when talking to reception staff.

Use the hand sanitiser in front of reception on entering the practice.

Do not attend the practice if you have a high temperature, a new, continuous cough and a loss or change to your sense of smell or taste.

FREE exercise classes for over 50s! We're working within Government guidelines to offer sixteen classes each week from Tuesday, 7 July. The classes will be held in our garden space behind our Deckham wellness hub and will include the following:

Strength & Balance with Emma McGlen, Tai Chi with Dave Robinson, Keep Fit, Strong, & Steady with Richie Paxton, Keep Fit, Strong, & Steady with Nicola Bruce, Men's Fitness with Gary Bennett. Classes will be limited to five participants, so booking is essential.

Full details about the classes and how we will be handling social distancing can be found here: <http://www.gatesheadopa.org.uk/classes/> Or phone 0191 4381721.

Depo injections – we are currently not giving the depo injections to patients. If you are due your depo we ask that you contact us and you will be added into a nurse telephone appointment and they will contact you to discuss alternatives.

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: - 9th July and 24th September 2020

Do you have a child and need advice? The health visitors are holding virtual clinics for patients to offer advice and support. Visit their facebook page Growing Healthy 0-19 Gateshead which has lots of helpful information as well as ways to access the virtual clinics.

Telephone appointments slots – we are now offering telephone appointment slots which are bookable in advance. We ask that you ensure you have your telephone close to you so you don't miss the call and also to note that the call number may be different from the practice number, may say it is from a different area in the UK or may be withheld. If you ring to make a telephone appointment reception will ask the symptoms to ensure you are signposted to the right option for you.

Tyneside Integrated Musculoskeletal Services (TIMS) is a joint Newcastle and Gateshead service which offers self-care and fast access to expert opinion, diagnosis and treatment of a variety of muscle, joint and soft tissue conditions and chronic pain. Aches and pains can be a normal part of life but can prevent you from carrying out your usual day-to-day activities. The good news is that most of the conditions that cause these aches and pains can be easily treated by you in your own home. Our aim is to help support you to get the right care, in the right place, first time, by providing advice and information from our dedicated team.

Your TIMS appointment during Coronavirus

For safety reasons we continue to manage our patients using both telephone and now virtual consultations. We are using innovative technology to support our patients at this time and are planning virtual group consultations and online exercise groups.

Face to face appointments will only be offered where following a telephone assessment the clinician feels that you may need referral onwards to a consultant. All face to face appointments will follow hospitals guidelines on pre appointment screening and your clinician will be wearing full personal protective equipment.

If you are a current TIMS patient who has been self-managing during lockdown and you are still having problems please self-refer by clicking on the self referral tool at the bottom of each self-care section. This is to ensure that you update us about any changes in your condition or health during the pandemic period.

If you are not a current TIMS patient please have a look at the self-care guidance on the website before considering whether to refer yourself. To make a self-referral click on the self-referral tool at the bottom of each self-care section.

Visit www.tims.nhs.uk for further information.