

Practice Newsletter December 2022



Merry Christmas and a Happy New Year from everyone at Teams Medical Practice

Practice Hours

7.30 am – 6.00 pm Monday, Tuesday

8.00 am – 6.00 pm Wednesday, Thursday & Friday

Following recently updated guidance, patients are no longer required to wear a facemask when visiting the Practice. However, if you are displaying any Covid symptoms or have a respiratory illness/infection please continue to wear a facemask when visiting the Practice. If you prefer to continue wearing a facemask, you are welcome to do so.

Practice Closures The Practice is closed between 12.00 pm – 1.00 pm every Tuesday for staff training.

Christmas Closures The Practice will be on closed on Monday 27th December, Tuesday 28th December, and Monday 2nd January.

Medication Stocks over the Christmas Period

Please remember to check your medication stocks for over the Christmas period and order your medication in good time to ensure you do not run out over the holidays. The Practice will be on closed on Monday 26th December, Tuesday 27th December, and Monday 2nd January. Any medication requests placed after we close on Friday 23rd December will not be received by us until Wednesday 28th December. This means the medication will not be at the Pharmacy until the day after for regular repeat prescriptions and some chemists then require an additional 24 hours to process the medications. Some items can take longer depending on whether they are in your repeat list or not.

Flu Jabs

Please contact the Practice if you are eligible for the flu vaccine and we can book you an appointment. If you already have an appointment here for other reasons, please ask and you can receive your flu jab while you are here.

Nasal spray flu vaccine is available for those children aged 2 or 3 years on 31st August 2022 (born between 1st September 2018 and 31st August 2022) or children with long term health conditions. Please note we do not offer Covid vaccines in the Practice. **Please note we do not offer Covid vaccines in the practice. Please call 119**



We now have a new phone system, which we hope will address difficulty around getting through to the surgery during busy periods.

The improvements of this system include:

Less engaged tone

We have 3 lines coming into the practice and a queueing system for 30 calls. You will only hear the engaged tone once we reach more than 33 calls in the queue.

While you are in the queue you will hear useful information on how to order medication and other services available.

Queue monitoring

We will be able to see how many patients are waiting for reception to answer the phone. This means we will be able to increase the number of call handlers to help manage demand.



CHRISTMAS SPECIAL EVENTS AT TEAMS LIFE CENTRE

- 12 DEC Bairns n Babies Christmas Party 2pm
- 14 DEC Musical Café Christmas Party 12-2pm
- 14 DEC Teams Kids Christmas Disco 4.30pm
- 18 DEC Dunston Family Church guest service
- 19 DEC Christmas Karaoke 12pm £2
- 21 DEC 3 Course Christmas Meal (by invite)
- 22 DEC LD Christmas Party
- 23DEC-03JAN CLOSED**
- 28 DEC KIDS GYM TRY OUT + LUNCH 11-12.30
- 04 JAN KIDS MULTISPORTS +LUNCH 10am-2pm
- 05 JAN KIDS MULTISPORTS +LUNCH 10am-2pm

CALL IN FOR DETAILS!

OR CALL 0191 4781003