



# Practice Newsletter

## February 2022

### Practice Hours

7.30 am – 6.00 pm Monday, Tuesday

8.00 am – 6.00 pm Wednesday, Thursday & Friday

Patients are no longer required to wear a facemask when visiting the Practice. If you prefer to continue wearing a facemask, you are welcome to do so just ask a member of reception team who will be happy to provide one for you or you can buy them from the chemist next door.

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

### Missed Appointments

Could we kindly remind patients to please cancel appointments that you no longer need.

Throughout the month of January, we have had **80** appointments were not attended and not cancelled. Demand for appointments is exceptionally high and cancelling appointments helps us offer these appointments back out to people who really need them.

We understand that sometimes missing appointments cannot be helped, but even a quick phone call to let us know you are running late or are not able to attend your appointment helps us out. The doctors and nurses cannot see after 10 minutes as this will make them behind seeing the patients that arrived on time for their appointments.

*thanks  
for your  
support*

# **TEAMS LIFE CENTRE EVENTS**

**EVERY WEDNESDAY**

**4.30pm-6pm £1 ENTRY**

**Ages 5-11**

**\* Multisports \* gaming**

**\* Tuckshop \* Air Hockey**

**\* Arts & Crafts \* Pool**

**\* Table tennis \* games**

**Parents need to register on the first night**

**CALL 0191 4781003**

**EVERY TUESDAY**

**4pm – 5pm**

**Ages 5-11**

Follow a circuit which includes: -

\*Mini trampolines \*wobbleboards

\*Space hoppers \*skipping ropes

\*Ring step \* hoola hoops \* peanuts

**£2 includes a drink**

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.



# The Little Orange Book.

## Try this before speaking with a GP

These are available on the NHS website or to collect from the surgery. It contains advice and tips on how to manage common illnesses and problems that babies, and young children often experience in the first five years of their lives. It also has information on more serious conditions, what to look out for and how to get help.

**Green:** Condition usually managed at home or with advice from your health visitor or pharmacist.

**Amber:** You may need to book an appointment with the GP.

**Red:** Urgent help required at the hospital.

**REMEMBER** If you are unsure on what to do call 111 or visit 111 online at [www.111.nhs.uk](http://www.111.nhs.uk).

### Healthier Together App

The NHS Healthier Together app has been designed to allow you to access care for your child much more easily. It's great for seeking help when your GP surgery is shut, it will direct you to NHS 111. Lots of other parents have already downloaded it and have found it extremely useful.



This app helps with pregnancy/being new to parenthood/babies under 3 months and children and young people.

<https://www.what0-18.nhs.uk/health-for-young-people>